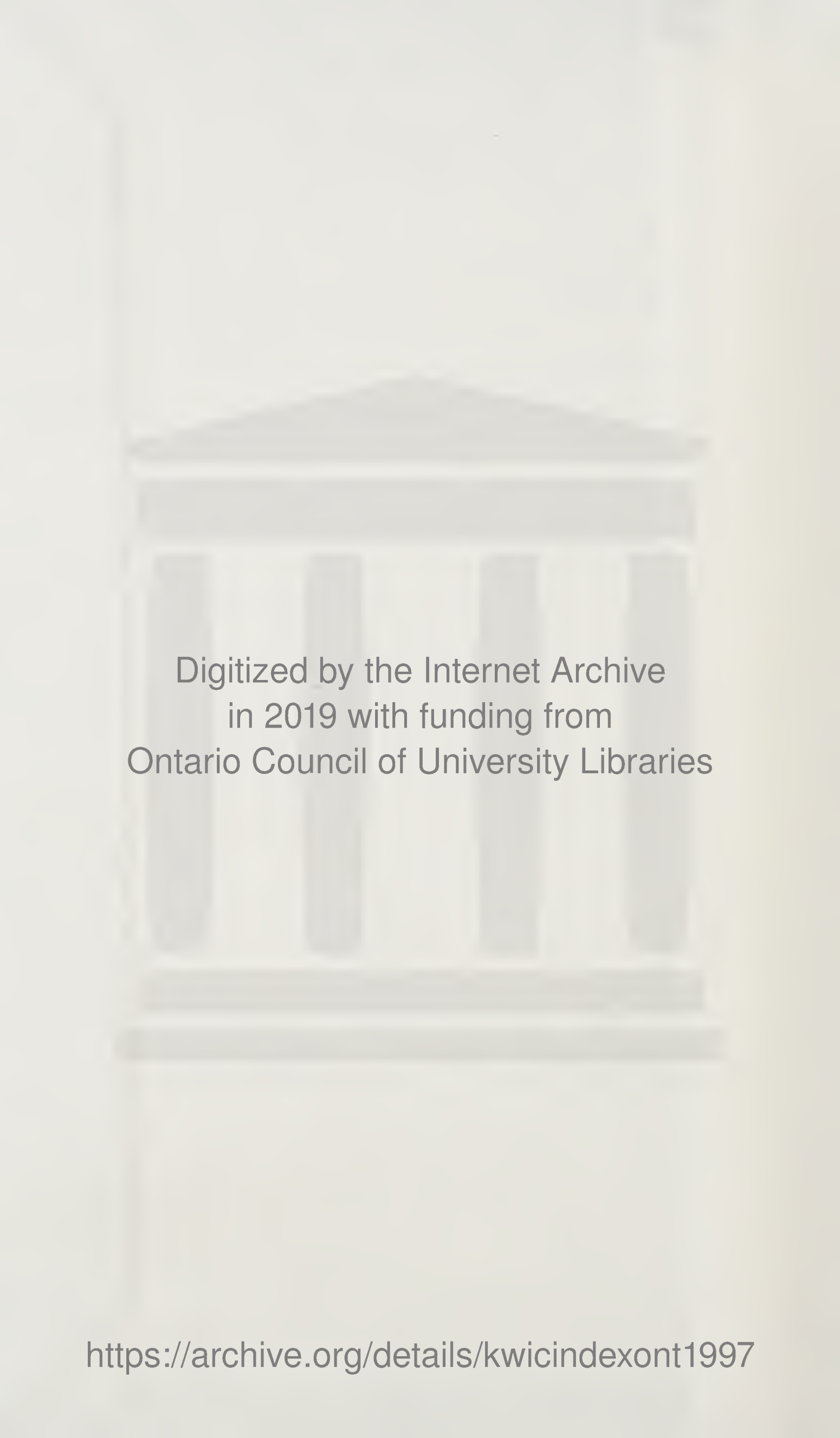
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KWIC INDEX TO SERVICES

1997

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KEY WORD INDEX 1

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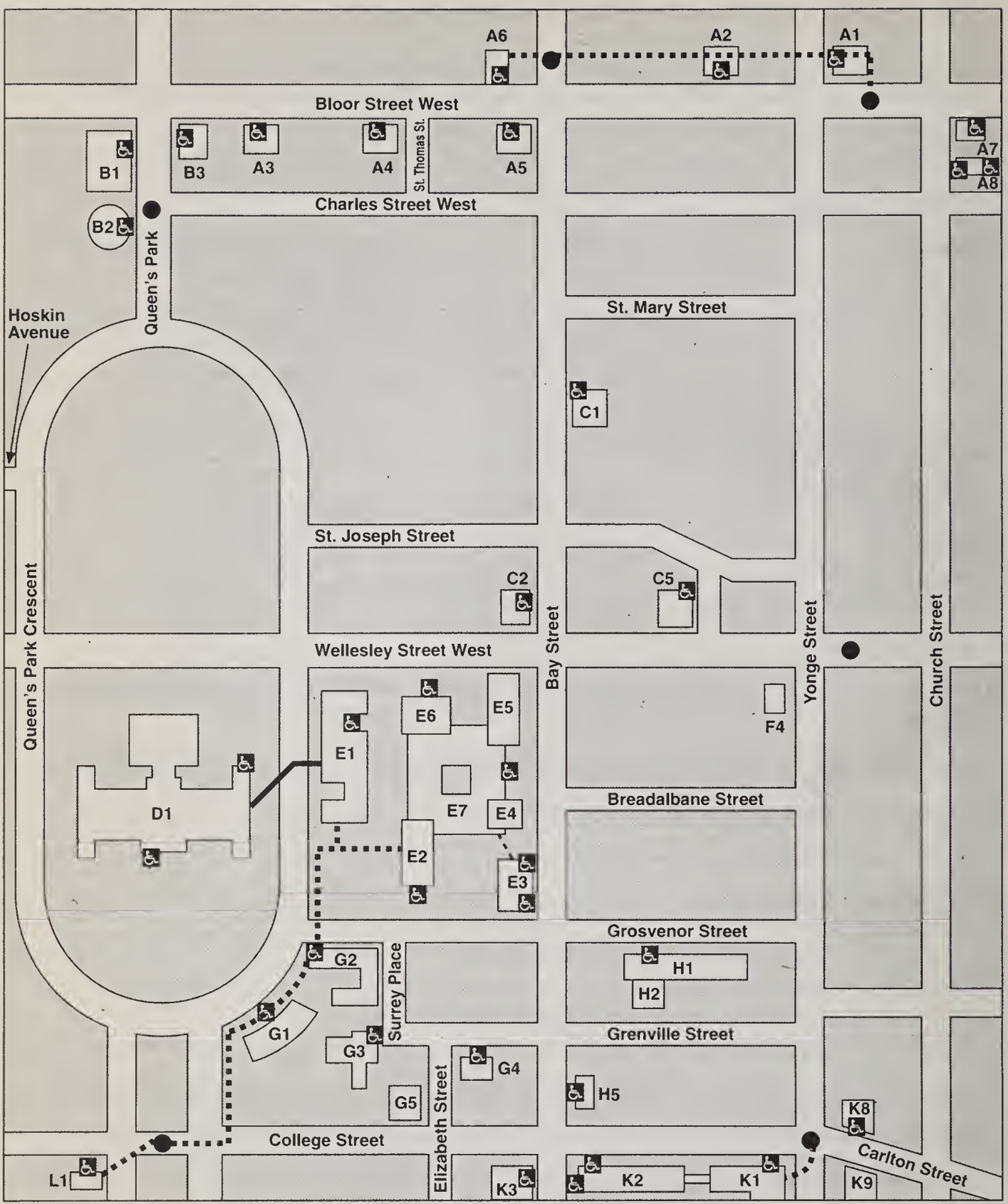
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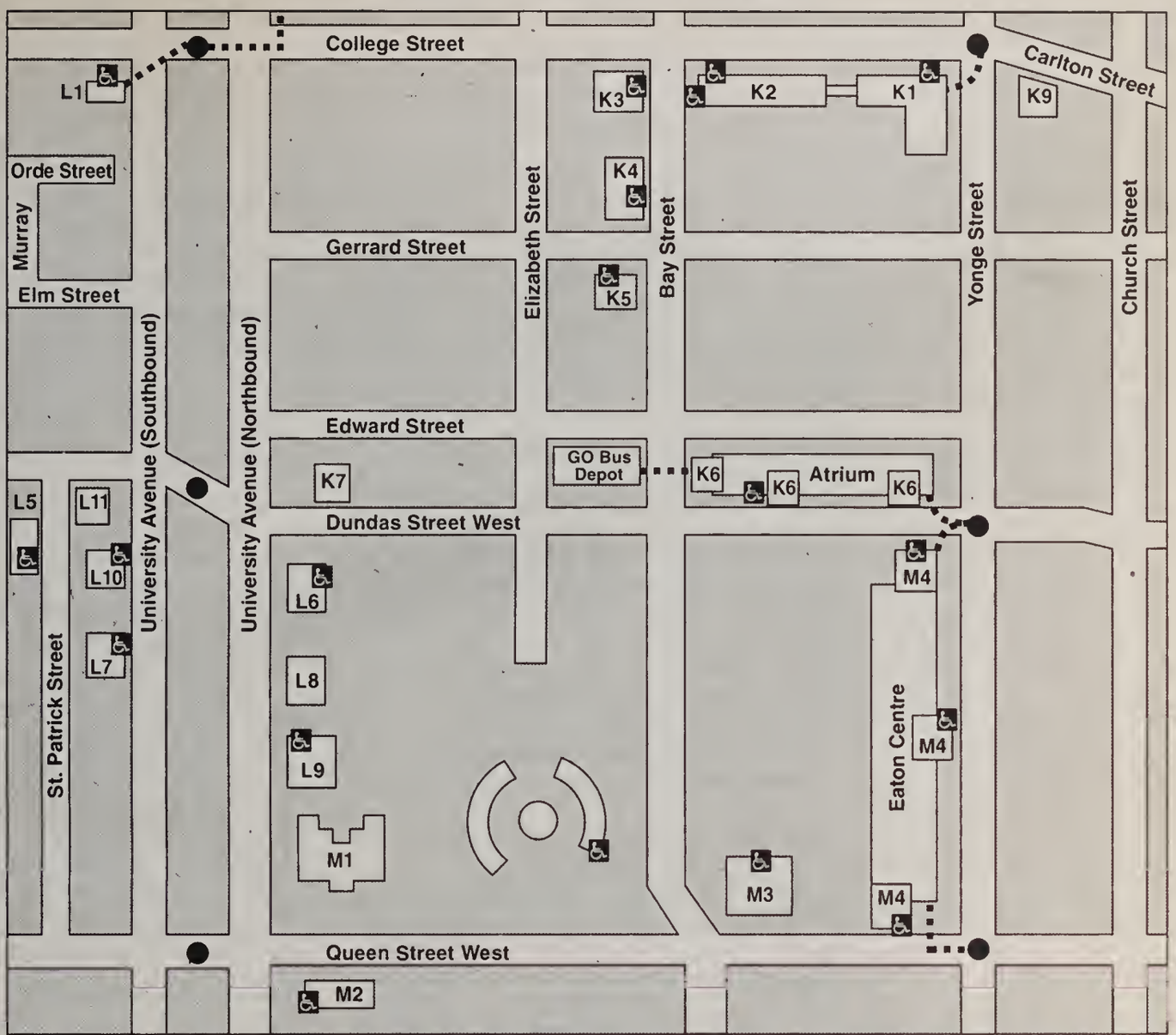
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QUEEN'S PARK AREA MAP



QUEEN'S PARK AREA MAP



Queen's Park and Vicinity **KEY** ● Subway ♿ Wheelchair Access ▬ Tunnel (Entrance from frist basement) ▪▪▪ Subway tunnels

LEGEND

A1 – 2 Bloor St. E.
A2 – 2 Bloor St. W.
A3 – 151 Bloor St. W.
A4 – 101 Bloor St. W.
A5 – 77 Bloor St. W.
A6 – 80 Bloor St. W.
A7 – 175 Bloor St. E.
A8 – 625 Church St.
B1 – 100 Queen's Park (Royal Ontario Museum)
B2 – 100 Queen's Park (Planetarium)
B3 – 125 Queen's Park (Q.P. Entrance) (Ombudsman Office)
– 157 Bloor St. W. (Bloor St. Entrance) (Public Complaints Commission)
C1 – 1075 Bay St. (The Citadel)
C2 – 56 Wellesley St. W.
C5 – 24 Wellesley St. W. (Q.P. Credit Union)
D1 – Legislative Building
E1 – 99 Wellesley St. W. (Whitney Block)
E2 – 80 Grosvenor St. (Hepburn Block)
E3 – 880 Bay St.
– 50 Grosvenor St.
E4 – 900 Bay St. (Mowat Block)
E5 – 900 Bay St. (Hearst Block)
E6 – 77 Wellesley St. W. (Ferguson Block)
E7 – 900 Bay St. (Macdonald Block)
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H2 – 26 Grenville St. (Coroner's Office)
H5 – 801 Bay St.
K1 – 444 Yonge St. (Provincial and Small Claims Courts)
K2 – 777 Bay St. (College Park)
K3 – 790 Bay St.
K4 – 720 Bay St. (Attorney General)
K5 – 700 Bay St. (Lucliff Place)
K6 – Atrium on Bay, includes: 20 Dundas St. W. 40 Dundas St. W. 595 Bay St.
K7 – 180 Dundas St. W.
K8 – 2 Carlton St.
K9 – 27 Carlton St.
L1 – 700 University Ave. (Ont. Hydro)
L5 – 132 St. Patrick St.
L6 – 439 University Ave.
L7 – 400 University Ave.
L8 – 393 University Ave.
L9 – 361 University Ave. (Court House)
L10 – 481 University Ave.
L11 – 250 Dundas St. We.
M1 – 130 Queen St. W. (Osgoode Hall)
M2 – 145 Queen St. W.
M3 – 60 Queen St. W. (Old City Hall)
M4 – Eaton Centre, includes: 1 Dundas St. W. (North Tower) 250 Yonge St. (East tower) 20 Queen St. W. (South Tower)

THE ONTARIO PARLIAMENT

PARLIAMENT
(encompasses three areas of responsibility)

LEGISLATIVE

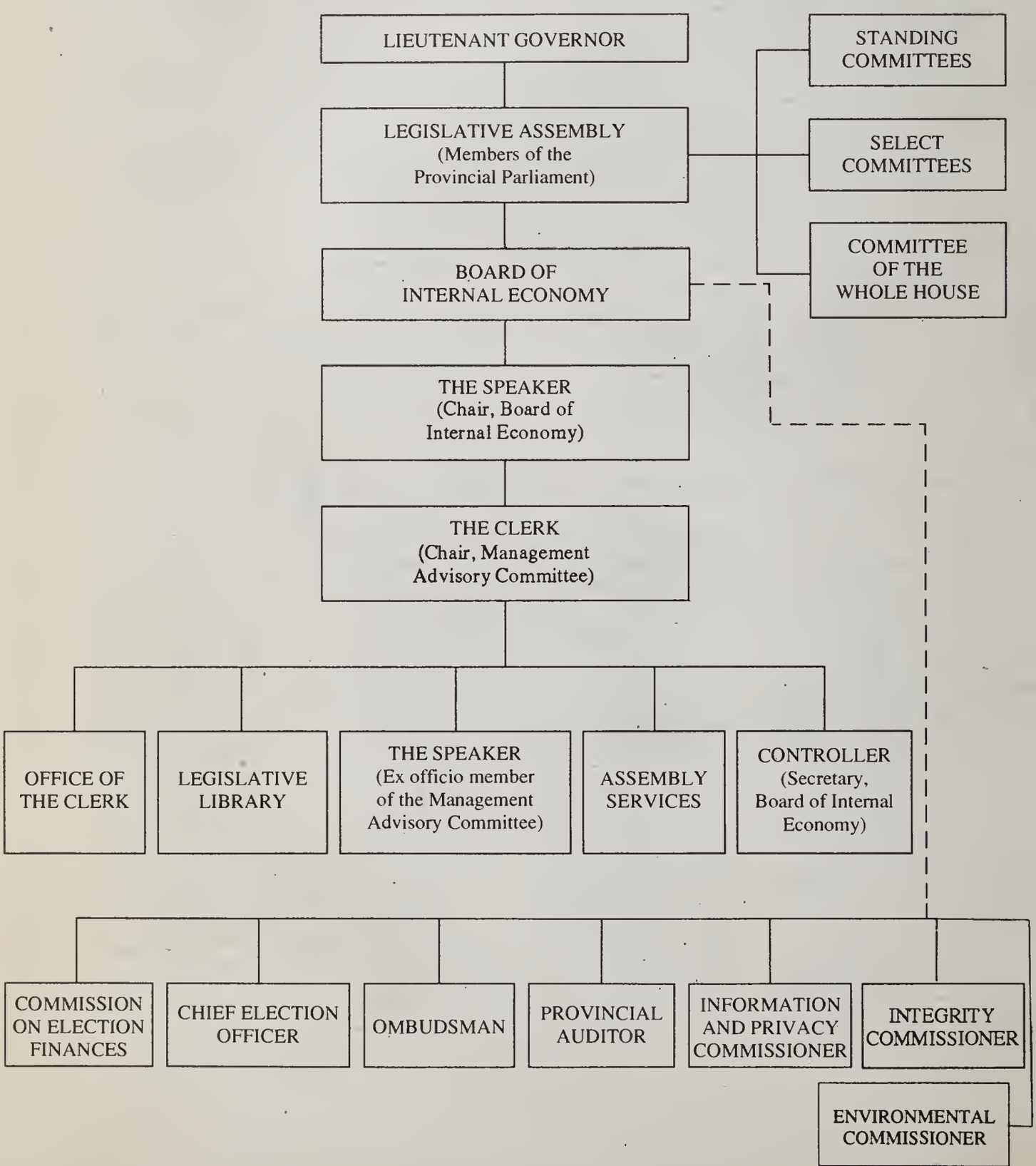
- enacts, amends, and repeals legislation
- authorizes the collection and expenditure of funds
- debates the policies put forth by the Government

JUDICIARY

- adjudicates civil and criminal disputes through all levels of courts in the province

EXECUTIVE

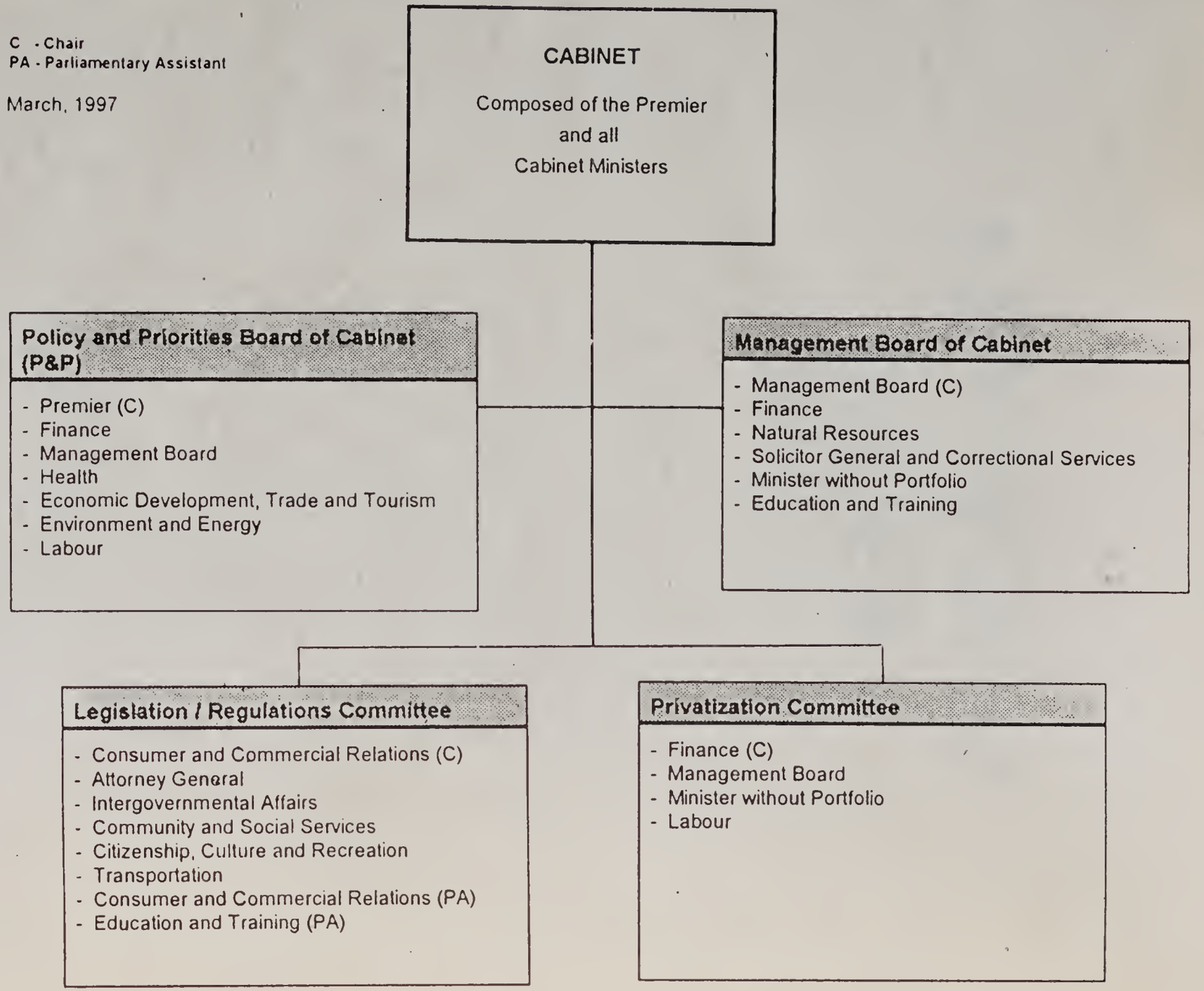
- formulates government policy
- administers government programs



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C - Chair
PA - Parliamentary Assistant

March, 1997



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PROGRAMS AND SERVICES

THE ONTARIO GOVERNMENT

The three major divisions of parliamentary government in Ontario are the Executive, the Legislative and the Judiciary.

Executive: The Queen, represented by the Lieutenant Governor, is the nominal executive and head of state. The Premier and Ministers of the Crown (Cabinet) form the active executive, formulate government policy and administer its programs.

The basic units of the administrative structure headed by the office of the Premier are 18 ministries (e.g., Education and Training, Health, Environment and Energy), each responsible to a Minister in Cabinet.

Legislative: The legislative function is the responsibility of the Legislative Assembly composed of elected members, including the Premier and other Ministers. The Assembly performs three main functions: legislative - enacts, amends and repeals legislation; financial - authorizes the imposition of taxes and reviews expenditure estimates; critical - discusses and criticizes policies put forward by the Executive.

Judiciary: The judiciary administers justice by adjudicating civil and criminal disputes through the Ontario courts system constituted by provincial statute. Judges of the Ontario Court (Provincial Division) are appointed provincially by the Lieutenant Governor In Council. Judges of the Ontario Court (General Division) are appointed federally by the Governor General In Council. Courts administration is the responsibility of the Ministry of the Attorney General.

CABINET OFFICE

Whitney Block
99 Wellesley St. W., Rm. 4340
Toronto M7A 1A1
416-325-7635
Fax 416-314-8980

The role of Cabinet Office is to ensure that Cabinet (Executive Council) and its committees, as decision-making bodies, effectively reflect the policies and programs of the government. Cabinet Office, working with the Premier's Office, supports Cabinet and its committees in establishing an agreed upon policy agenda and overall priorities, and works with ministries to ensure that a full range of policy options is provided to Cabinet. From time to time, Cabinet Office establishes special working groups to develop policy in areas of particular priority or which require inter-ministry coordination. In addition, Cabinet Office liaises with the Government House Leader's Office on the legislative agenda.

Cabinet Office has three main components:

The Executive function consists of the offices of the Secretary of Cabinet, Associate Secretary of Cabinet and President, Centre for Leadership, Assistant Deputy Minister Policy Coordination and Assistant Deputy Minister Communications and Corporate Services.

The Policy Coordination function consists of those units of Cabinet Office responsible for fulfilling the policy and planning mandate and ensuring that the government decision-making process functions effectively. It consists of the Executive Council Office and three Policy Units (Justice and Social, Local/Municipal, and Resource and Economic).

The Communications and Corporate Services function handles communications coordination and day-to-day work and administration of Cabinet Office.

ACTS

The Office of the Premier is responsible for the Acts listed below.

Executive Council Act
Lieutenant Governor Act
Policy and Priorities Board of Cabinet Act
Representation Act

MANAGEMENT BOARD OF CABINET

Ferguson Block
77 Wellesley St. W., 12th Flr.
Toronto ON M7A 1N3
416-327-2333
Fax 416-327-3790
OTHER LANGUAGES: **French**

The Management Board of Cabinet is the Committee of Cabinet responsible for the management of the public service and the operations of government. In December 1971, the Management Board of Cabinet Act established the board and its secretariat and gave the board its authority. It officially represents the Government of Ontario as the employer of its public servants. The board consists of a Chair, a Vice-Chair and four to six other members of the Executive Council designated by the Lieutenant-Governor-in-Council. The Management Board Secretariat provides staff support to the board in matters related to the Management Board of Cabinet Act and Public Service Act, respectively.

MANAGEMENT BOARD SECRETARIAT

Ferguson Block
77 Wellesley St. W., 12th Flr.
Toronto ON M7A 1N3
416-327-3800
Fax 416-327-3809
OTHER LANGUAGES: French
HOURS: 9:00-5:00

The Management Board Secretariat provides policy advice and support to the Management Board of Cabinet; implementation of expenditure management policies; advice to ensure consistency among these policies and other government programs; leadership to ministries on government-wide restructuring and fundamental change in the management and delivery of services; advice and assistance to ministries on human resources and employee relations matters; accommodation and realty services; and computer and telecommunications services to client ministries and agencies.

AGENCY REVIEW
Frost Bldg. S
7 Queen's Park Crescent, 6 Flr.
Toronto M7A 1Z5
416-327-2043
Fax 416-327-2186

Agency Review assists ministries in streamlining and restructuring their provincial agencies to help meet expenditure reduction targets and to improve the efficiency and effectiveness of agency operations. It also provides input and support to the Government Committee on Agencies, Boards and Commissions, created to provide advice to Government on the continued relevance of agency mandates.

The Government delivers programs and services not only through line ministries, but also through three types of agencies--advisory, regulatory/adjudicative and operational. Options for restructuring and reviewing agency functions and procedures include: eliminations; mergers; consolidation; devolution; harmonization; privatization; and self-regulation. These options, along with related initiatives, are expected to result in a smaller, more service-oriented agency sector providing Ontario taxpayers with better value for money.

COMMUNICATIONS SERVICES BRANCH
Ferguson Block
77 Wellesley St. W., 12th Flr.
Toronto M7A 1N3
416-327-2792
Fax 416-327-2817
OTHER LANGUAGES: French
HOURS: 8:00-5:00

The Communications Services Branch provides communications support to the Minister, Deputy Minister and program areas of Management Board Secretariat. Services provided include strategic communications planning, consulting services, operational planning and production of communications products/tools, publishing Ontario Public Service and ministry publications (e.g., topical, job mart and catalyst) and issues management and media relations.

The branch is also responsible for the Government of Ontario art collection unit. The unit (416-327-2808) handles the cataloguing of original paintings, conservation and exhibition of the collection.

The Quarter Century Club, (416-325-1333) which recognizes OPS staff with 25 or more years of service, is administered through this branch.

The Media Studio (416-327-2819), located in the Legislative Building and used by Members of Provincial Parliament, is also part of this branch.

INTERNAL ADMINISTRATION PROJECT
Frost Bldg. S.
7 Queen's Park Crescent, 3rd Flr. Rm. 333
Toronto M7A 1Z5
416-327-2461
Fax 416-325-1393

The Internal Administration (IA) Project is responsible for restructuring internal administration to support the core businesses of government and its ministries in the most efficient and cost-effective manner, with a clear customer-focus.

By leading and coordinating IA restructuring projects, the Internal Administration Project is helping ministries meet their savings targets and the government's overall target of reducing expenditures on internal administration by one-third, or $300 million by 1997/98.

This project provides leadership in the redesign of administrative systems and services to better support the government's agenda by refocusing internal administration on three core businesses: strategic advice; business-planning support; and service management for administrative services.

LEGAL SERVICES BRANCH
Frost Bldg. S.
7 Queen's Park Cres., 2nd Flr., Rm. 228
Toronto M7A 1Z5
416-325-9393
Fax 416-325-9404
HOURS: 8:30-4:30

Legal Services Branch provides employment and labour law and commercial and real-estate advice and services to Management Board Secretariat (MBS), the government and individual ministries.

The labour law section of the branch provides advice and services in proceedings before the Ontario Employees Grievance Settlement Board, Public Service Grievance Board, Ontario Public Service Labour Relations Tribunal, Pay Equity Hearings Tribunal and the Ontario Human Rights Commission.

The branch provides advice and services to MBS on alternate service delivery initiatives, taking into consideration labour and commercial issues.

In addition, counsel participate in the drafting and interpretation of labour statutes, regulations and collective agreements. They also contribute to policy development by advising on a wide variety of employment and human resources initiatives, including pensions, human rights and pay equity issues.

The real estate/commercial section of the branch provides legal support to MBS to assist it in fulfilling its mandate to provide accommodation and common services to the Government of Ontario and its agencies. Major areas of practice are land use planning and development; real estate transactions including purchases and sales; expropriations and commercial leasing; commercial law, including government procurement, contracts, construction matters, copyright and computer contracts; and a wide range of litigation with emphasis in the commercial, construction and collections fields.

In addition, the branch provides legal services within its area of practice to the Ontario Women's Directorate, the Office of the Lieutenant Governor and the Legislative Assembly.

HUMAN RESOURCES DIVISION

Frost Bldg. Sth.
7 Queen's Park Cres.,, 3rd Fl., Rm. 333a
Toronto M7A 1Z5
416-325-1530
Fax 416-325-1393
HOURS: 8:00-5:00

Human Resources Division is responsible for developing strategic direction and goals for the effective management of human resources in the Ontario Public Service (OPS), in the context of the future business of government. It develops and obtains approval of strategic approaches to human resource management and provides advice to Management Board of Cabinet and ministries on compensation, pensions, benefits, labour relations, staffing and health and safety.

The division has leadership responsibility for collective bargaining for the OPS, and develops corporate policies and initiatives for labour-management consultation, compensation and job evaluation, systems, staffing and deployment, employee development and occupational health and safety.

COMPENSATION SERVICES BRANCH
Frost Bldg. S.
7 Queen's Park Cres., 2nd Flr., Rm. 252
Toronto M7A 1Z5
416-327-8400
Fax 416-327-8402
HOURS: 8:30-4:30

Compensation Services Branch develops corporate policies and initiatives concerning employees' total compensation package in the Ontario Public Service.

Benefits and Pensions Policy develops policy for insured benefits and for the Public Service Pension Plan as set out in the Public Service Pension Act, 1989. The section also manages relations with insurers and operates the benefits appeals committees.

Compensation Pay Administration develops compensation policy and provides ministries with interpretation of compensation matters.

Bargaining Unit Overhaul is developing a new job evaluation system for OPS employees represented by the Ontario Public Service Employees Union.

The Actuarial Services group is responsible for providing professional actuarial services to the Government of Ontario in respect of the finacial management of public sector pension and insured benefit plans, labour and collective bargaining activities (e.g., negotiations with the various unions and associations groups) and policy development.

COMPENSATION SERVICES BRANCH
ACTUARIAL SERVICES SECTION
Frost Bldg. S.
7 Queen's Park Cres., Rm. 353
Toronto M7A 1Z5
416-327-8380
Fax 416-325-1306
HOURS: 8:30-4:30

The Actuarial Services Section is responsible for providing professional actuarial services to the Government of Ontario in respect of the financial management of public sector pension and insured benefit plans, labour relations and collective bargaining activities (e.g., negotiations with the various unions and association groups) and policy development.

CORPORATE LABOUR RELATIONS AND NEGOTIATIONS SECRETARIAT
Frost Bldg South
7 Queen's Park Crescent, Rm 340
Toronto ON M7A 1Z5
416-325-1475
Fax 416-325-1472
HOURS: 8:00 to 5:00

Corporate Labour Relations develops corporate policies and initiatives concerning labour relations and labour-management consultation in the Ontario Public Service (OPS).

The Negotiations Secretariat represents the Crown as the employer in all collective bargaining in the (OPS). Other responsibilities include: supporting ongoing union-management negotiations; providing advice/assistance to ministries on a full range of labour relations issues; coordinating OPS grievances; and interpreting collective agreements and Labour Relations issues.

The Research and Evaluation Section is responsible for the collection and analysis of external broader public sector and OPS market data and social economic and demographic conditions that affect and influence the compensation practices and conditions of employment in the Ontario Public Service. The section also responds to all external inquiries regarding OPS compensation and supports the Negotiations Secretariat in negotiations.

HUMAN RESOURCES SYSTEMS BRANCH
George Drew Bldg.
25 Grosvenor St., 14th Flr.
Toronto ON M7A 1R1
416-327-9241
416-327-9872 CORPAY Help Desk
Fax 416-327-9254
HOURS: 9:00-5:00

The Human Resources Systems Branch is responsible for the design, operations and maintenance of the Ontario government corporate **payroll** and human resources systems. These include Corporate Payroll Systems (**CORPAY**), Pension Payroll (PENPAY),

Central Attendance Recording System (CARS), Benefit Charge back and General Ledger (BCGL), Redeployment Information Management System (RIMS) and Local Attendance Reporting System (LARS).

The branch provides corporate reporting and analysis of current and historical payroll and human resources data.

All ministries and central agencies receive a variety of services from the branch, including cheques, paylists, work history data, T-4 income tax statements and statistical analysis. Inquiries should be directed to each ministry's human resources or payroll offices or to the CORPAY Help Desk (416-327-9872).

STAFFING AND DEVELOPMENT SERVICES BRANCH
252 Bloor St. W., 11th Flr.
Toronto ON M5S 1V5
416-325-0074
Fax 416-325-0251
HOURS: 8:30-4:30 

Staffing and Development Services Branch supports the role of the Ontario Public Service (OPS) as corporate employer by providing policy development and strategic management advice and expertise to Management Board of Cabinet (MBC) and ministries, consultative and evaluation services, employee development and transition services, and counseling services.

Staffing and Development Services also provides: policy development, strategic management advice, standards setting and evaluation; employee counseling, employee development, employment transition, equal opportunity, French language evaluation, funds management, health and safety, ministers' staffing, staffing, workforce adjustment.

Consultation services provides: redeployment/transition/workforce adjustment, employee counseling, health and safety services, French language services; and service delivery to ministries including corporate staffing services to support the OPS redeployment program and ministers' staffing.

INTERNAL MINISTRY SERVICES DIVISION

Ferguson Block
77 Wellesley St. W., 12th Flr.
Toronto ON M7A 1N3
416-327-2864
Fax 416-327-2866
OTHER LANGUAGES: French
HOURS: 9:00-5:00 

Internal Ministry Services Division provides integrated resource management, business planning, advice and services to the Management Board Secretariat, special offices and agencies.

To assist the ministry and its agencies in achieving proposed objectives, the division develops management policies and processes, sets administrative standards and delivers essential resource and support services. It also provides on-going advice on a range of resource management performance and workforce activities and issues.

Key functional areas of the division include audit, business planning improvement, finance, human resources, information technology and accommodations.

AUDIT AND BUSINESS IMPROVEMENT BRANCH
George Drew Bldg.
25 Grosvenor St., 13th Flr.
Toronto ON M7A 1R1
416-314-3452
Fax 416-314-3467
HOURS: 8:30-4:45

Audit and Business Improvement Branch provides professional internal auditing services and consulting advice to management through an objective assessment of internal controls and practices, systems, policies and procedures under which central agency, Management Board Secretariat (MBS) and ministry programs and activities operate.

The branch also offers management consulting services designed to improve business performance, and it works with program areas within MBS to foster and support their initiatives for change and improvement. Staff provide expertise in continuous improvement and fundamental change techniques, management of the change process and business efficiency and service quality measurement.

The branch supports the Ontario government's goals to provide an affordable and efficient public service that is aware of, and responsive to, the needs of its customers.

FINANCE BRANCH
Ferguson Block
77 Wellesley St. W., 9th Flr.
Toronto ON M7A 1N3
416-327-2897
Fax 416-327-2905
HOURS: 8:30-4:30

The Finance Branch provides financial and purchasing support to the Management Board Secretariat, the Ontario Realty Corporation, the Lieutenant Governor's Office and the Ontario Women's Directorate. It also provides financial liaison with the Ministry of Finance, Management Board, the Provincial Auditor and other ministries, boards, commissions and agencies.

Its major activities include: annual estimates and multi-year financial plans; expenditure and revenue control/forecasting; controllership; ministry purchasing; accounts payable and receivable processing; financial reporting; control and reconciliation; daily online access to information through the financial information system, and copy centre services.

HUMAN RESOURCES SERVICES BRANCH
Ferguson Block
77 Wellesley St. W., 8th Flr.
Toronto ON M7A 1N3
416-327-3812
Fax 416-327-3892
OTHER LANGUAGES: French
HOURS: 8:00-5:00

Human Resources Services Branch is responsible for providing a wide range of human resources services to the ministry, the Ontario Women's Directorate and other special offices.

Services are provided to managers and staff primarily through: human resources consultants; generalists in the human resources field who may be located with their clients; and pay administration representatives who process all ministry pay, benefits and position-related transactions and respond to related inquiries.

Specialist services are provided centrally in the following areas: Health and Safety; Organization Design; Job Evaluation; Organizational Development and Training; Career Transition; Labour Relations; French Language; and Equal Opportunity. These areas also develop ministry policies, procedures and guidelines on a wide range of human resources matters.

INFORMATION TECHNOLOGY SERVICES BRANCH
Ferguson Block
77 Wellesley St. W., 4th Flr.
Toronto ON M7A 1N3
416-327-2821
Fax 416-327-2530
HOURS: 8:30-5:00

Information **Technology** Services Branch is responsible for the development, implementation and maintenance of information technology in support of ministry programs.

The branch provides internal consulting, training and advisory services related to information technology and information security. In addition, the branch provides technology planning, office systems support and system and network operational support.

PLANNING AND SUPPORT SERVICES
Ferguson Block
77 Wellesley St. W., 13th Flr.
Toronto ON M7A 1N3
416-327-2314
Fax 416-327-3772
HOURS: 8:30-4:30

Planning and Support Services provides internal planning and support services to Management Board Secretariat, the Ontario Women's Directorate and other special offices. These services include: accommodation; records management; employee parking; policy and procedures; business planning coordination; and the administration of commissioned and non-commissioned polls.

PROGRAM MANAGEMENT AND ESTIMATES DIVISION

Frost Bldg. N.
95 Grosvenor St., Rm. 316
Toronto M7A 1Y7
416-327-9406
416-325-3342
Fax 416-325-4993
HOURS: 8:30-5:00

The Program Management and Estimates Division provides strategic advice to support the decision-making of Management Board of Cabinet, which is the committee of Cabinet responsible for managing the public service and ensuring cost-effective, efficient, business-like government operations.

The division supports Management Board of Cabinet by developing and managing the business planning and estimates process, including the annual and in-year allocation of operating and capital funding to programs and ministries; putting mechanisms in place to measure the government's performance and holding ministries accountable for meeting performance standards and savings targets; setting corporate management policies; providing advice to ministries on government priorities, policies and procedures; developing a corporate strategy for alternative service delivery; providing corporate leadership for operational agency reviews; and developing and managing Management Board's administrative directives and guidelines.

CORPORATE POLICY BRANCH
Frost Bldg. North
95 Grosvenor St. W, 3rd Flr
Toronto M7A 1Y7
416-325-3355
Fax 416-325-0438
HOURS: 9:00-5:00 

The Corporate Policy Branch: provides advice to the Chair of Management Board on the efficient and effective management of the Ontario Public Service (OPS); supports the development of new corporate initiatives to achieve OPS restructuring; coordinates and manages Management Board administrative directives and guidelines; and coordinates Management Board Secretariat's responses to issues.

EXPENDITURE MANAGEMENT AND REPORTING BRANCH
Frost Bldg. S.
7 Queen's Park Cres., 6th Flr.
Toronto M7A 1Y7
416-327-2022
Fax 416-327-2136
HOURS: 8:00-5:00 

The Expenditure Management and Reporting Branch in concert with the Premier's Office, Cabinet Office and the Ministry of Finance, develops the multi-year business planning and estimates process, including coordination of the allocations process.

The branch is also responsible for in-year monitoring of all operating and capital expenditures and for providing operational and logistical support to Management Board of Cabinet.

RESOURCES AND ECONOMIC DEVELOPMENT BRANCH
Frost Bldg. S.
7 Queen's Park Cres., 6th Flr.
Toronto M7A 1Y7
416-327-2060
Fax 416-327-2186
HOURS: 8:00-5:00 

The Resources and Economic Development Branch provides strategic advice to Management Board of Cabinet on financial, policy, staffing and other resource issues arising from ministries with resource and economic development related responsibilities. The branch is also responsible for working with ministries in the development of ministry spending plans and advising on changes to those plans through the fiscal year.

SOCIAL AND JUSTICE BRANCH
Frost Bldg. S.
7 Queen's Park Cres., 6th Flr.
Toronto M7A 1Y7
416-327-0169
Fax 416-327-2186

The Social and Justice Branch provides strategic advice to Management Board of Cabinet on financial, policy, staffing and other resource issues arising from ministries with social and justice related responsibilities. The branch is also responsible for working with ministries in the development of ministry spending plans and advising on changes to those plans through the fiscal year.

SERVICES DIVISION

Ferguson Block
77 Wellesley St. W., 12th Flr.
Toronto M7A 1N3
416-327-2082
Fax 416-327-3264
OTHER LANGUAGES: French
HOURS: 8:00-5:00

Services Division manages the delivery of OPS information technology and business services. The division provides corporate management of information technology strategy, policy development and administration, infrastructure and standards.

The division also delivers a variety of selected government-wide common services, such as computer processing and network facilities supporting large government applications,such as: Ontario Health Insurance Plan (OHIP) claims; driver's licences; official documents; centralized purchasing; access and inquiry services; and government mail.

COMPUTER AND TELECOMMUNICATIONS SERVICES
155 University Ave., 8th Fl.,
Toronto M5H 3B7
416-327-3333
Fax 416-327-3348

Computer and Telecommunication Services (CTS) provides a dependable and effective telecommunications infrastructure (voice and data) in conjunction with other value-added services, all of which comprise the Government of Ontario Network (GO-NET).

CTS provides the following services: electronic gateway communication; voice processing; electronic data interchange; credit card authorization; local area network-to-local area network data transfer; digital telephone service for the Toronto area; and telephone switch acquisition.

CTS also provides packet network facilities, network architecture and standards services, Bulletin Board, electronic post office and kiosk services.

CTS also operates three major computing centres. Thousands of terminals throughout the province are linked to these facilities through the Ontario government's data network. These centres support ministry programs such as driver licensing, income maintenance assistance and government payroll. They also provide processing services and information storage and printing to ministries and government agencies.

A recent addition to the service portfolio is data warehousing. CTS supports computer processing on customers' sites (facilities-managed sites) and undertakes the acquisition, implementation, operation and management of such facilities.

Digital telephone service for the Toronto area and telephone switch acquisition services are also provided by CTS.

The Service and Operations Centre, provides a single point of contact for customers to register service issues. This Centre offers 24-hour, 7-days-a-week problem-resolution.

CORPORATE INFORMATION TECHNOLOGY BRANCH
155 University Ave., 8th. Fl.
Toronto M5H 3B7
416-327-3333
Fax 416-327-3348

Corporate Information Technology Branch is responsible for providing large scale computer processing and province-wide data and voice networks to the government.

Included in the computer processing services are: shared and facilities-managed computer centres; data warehousing; and a modern printing and mailing operation.

The government's networks, known as GO-NET, provide extensive data and voice connections across the province that link government offices, private sector partners and the public together.

These services are the information technology portion of such public services as vehicle and driver licensing; income maintenance assistance; OHIP payments; and Courts administration.

GENERAL BUSINESS SERVICES BRANCH
George Drew Bldg.
25 Grosvenor St., 16th Flr.
Toronto M7A 1R2
416-314-3435
Fax 416-314-3411
HOURS: 8:00-4:30 

The General Business Services Branch provides Ontario government ministries with operational support services, including: production of payments; reconciliation of bank accounts and cheque follow-up services; collection services; insurance and risk management; validation of official documents; temporary services; the Advertising Review Board; records centres; surplus assets management; and mail services.

GENERAL BUSINESS SERVICES BRANCH
ADVERTISING REVIEW BOARD
Macdonald Block
77 Wellesley St. W., Rm M2-59
Toronto M7A 1N3
416-327-2168
Fax 416-327-2179
HOURS: 9:00-5:00

The Advertising Review Board monitors advertising policy, oversees the advertising agency selection process and ensures government policy standards are met.

GENERAL BUSINESS SERVICES BRANCH
CENTRAL COLLECTION SERVICE
George Drew Bldg.
25 Grosvenor St., 17th Flr
Toronto ON M7A 1R2
416-326-0500
1-800-387-5604 (Toll-free) (area codes 905, 705, 613, 519, 416)
Fax 416-326-0526
OTHER LANGUAGES: French
HOURS: 8:15-4:30

Central Collection Service manages the collection of overdue accounts receivable (debts) owing to the government. It oversees the work of private collection agencies that have won contracts to provide collection services to government.

GENERAL BUSINESS SERVICES BRANCH
GOVERNMENT MAIL SERVICE
Macdonald Block
77 Wellesley St. W., Rm. 2b-18
Toronto M7A 1N3
416-327-2642
Fax 416-327-2648
HOURS: 8:00-5:00

Government **Mail Service** is responsible for pick-up and distribution of incoming and outgoing mail to and from the Canada Post Corporation and interministry mail in Metro Toronto. The office also provides a contractual mail service on a charge-back basis. This includes a mailing list service and a mass mail operation consisting of: addressing; labelling; and folding and inserting mail.

Government Mail Service has a lead role in initiating corporate service improvements, emergency mail coordination and development of "best practice" mail policy.

GENERAL BUSINESS SERVICES BRANCH
INSURANCE AND RISK MANAGEMENT SECTION
George Drew Bldg.
25 Grosvenor St., 1st Flr.
Toronto M7A 1R2
416-314-3445
Fax 416-314-3444

The **Insurance** and Risk Management Section purchases insurance for the government. It also advises all Ontario ministries and special-purpose bodies on the controlling of risks, management of losses, administrative claims and insurance coverage, excluding employee benefits.

For information on Ontario government employee benefits, call Human Resource Systems Branch (416-327-9241).

GENERAL BUSINESS SERVICES BRANCH
OFFICIAL DOCUMENTS SECTION
724 Bay St., Main Flr.
Toronto M5G 1N5
416-325-8416
Fax 416-325-8434
HOURS: 9:00-5:00 

The Official Documents Section's **Scrolls** Office prepares congratulatory scrolls signed by the Premier. It then sends them, on request, to Ontario citizens celebrating 80th birthdays and over; 40th wedding anniversaries and over, at five-year intervals.

It also issues scrolls to recognize other significant accomplishments of Ontario citizens, municipalities and organizations.

The section will verify the authenticity of **affidavits** and records notarized by Ontario government officials/notary publics when, for example, proof of residency is required by foreign officials. It also provides government ministries a number of other services, such as preparing **certificates** bearing the Great Seal of Ontario and the Privy Seal of the Lieutenant-Governor, for government appointments.

GENERAL BUSINESS SERVICES BRANCH
PAYMENT PROCESSING SERVICES
George Drew Bldg.
25 Grosvenor St., 16th Flr.
Toronto M7A 1R2
416-314-3416
Fax 416-314-3411
HOURS: 8:30-4:30 

Payment Processing Services processes and produces payments in the form of electronic funds transfers and printed cheques for most government programs.

GENERAL BUSINESS SERVICES BRANCH
RECONCILIATION SERVICES
George Drew Bldg.
25 Grosvenor St., 16th Flr.
Toronto M7A 1R2
416-314-3400
Fax 416-314-3411
HOURS: 8:00-4:00 

Reconciliation Services reconciles bank accounts in the Consolidated Revenue Fund on behalf of the Ministry of Finance, and provides inquiry and follow-up bank services on cheques to all ministries.

GENERAL BUSINESS SERVICES BRANCH
RECORDS CENTRE SERVICES
3215 Erindale Station Rd.
Mississauga L5C 1Y5
905-279-6120
Fax 905-276-1707
HOURS: 7:30-4:30 

The **Records** Centre serves as custodian and provides secure storage and retrieval services for the inactive records, hard copy, computer tape and microfilm of all ministries and agencies. The centre also liaises with the Archives of Ontario to safeguard records with long-term research significance.

GENERAL BUSINESS SERVICES BRANCH
SURPLUS ASSETS MANAGEMENT
George Drew Bldg.
25 Grosvenor St., 16th Flr.
Toronto M7A 1R2
416-327-3446
Fax 416-314-3411
HOURS: 8:30-5:00

As a mandatory central common service, **Surplus** Assets Management is responsible for providing an efficient and effective mechanism for the redeployment or disposal of government's surplus movable assets.

INFORMATION TECHNOLOGY CUSTOMER SERVICE AND SUPPORT BRANCH
155 University Ave., 10th Flr.
Toronto ON M5H 3B7
416-327-3440
Fax 416-327-3256
OTHER LANGUAGES: French
HOURS: 8:00-5:00

Information Technology Customer Service and Support Branch of Computer and Telecommunication Services (CTS) develops and maintains working partnerships with customers for CTS's information-technology services, and acts as the primary customer contact to coordinate service delivery and ensure service level commitments are met.

The branch provides technical consultation to customers to assist in their information technology planning and operations and also provides clients with management and client billing information, which is an essential component of the cost recovery mandate of computer and telecommunication services.

Security and Contingency provides information technology security for CTS's processing and telecommunications operations. Contingency services are designed to enable customer information processing to continue in the event of an extended outage in a computer centre, or other disasters.

The branch is also responsible for improving CTS's productivity through the provision of effective support services, including planning, administration, systems, human resources, facilities and communications.

CTS offers a Corporate LAN Management Service which, in conjunction with two private-sector companies, can provide for the complete remote management of local area networks.

INFORMATION TECHNOLOGY POLICY BRANCH
Ferguson Block
77 Wellesley St. W., 8th Flr.
Toronto ON M7A 1N3
416-327-2124
Fax 416-327-3347
HOURS: 9:00-5:00

Information Technology Policy Branch develops frameworks, principles and strategies for the corporate management of information technology and coordination of major corporate information technology (IT) initiatives. It also: develops and implements corporate standards for information and technology; provides ongoing development of a common purpose procurement for facilitating partnerships with the private sector; develops and administers corporate policies on the management and procurement of information and technology; provides advice on re-engineering and IT outsourcing; and acts as the customer advocate to ensure effective business/service management for GO-Net.

PROCUREMENT SERVICES BRANCH
Ferguson Block
77 Wellesley St. W., 6th Flr.
Toronto M7A 1N3
416-327-3555
Fax 416-327-3573
HOURS: 8:30-5:00 

The Procurement Services Branch provides procurement advice and services to the Ontario government. This includes preparing and administering requests for proposals from suppliers, and negotiating contracts for goods and services commonly used throughout the government: information technology and services, paper products, couriers and travel services.

The branch also helps develop government procurement policy and administers purchasing initiatives to support government priorities such as supplier development and interprovincial trade agreements.

The Open Bidding Service (OBS) has information needed by suppliers interested in bidding on Ontario government contracts for goods valued at $25,000 and over, and services valued at $100,000 and over. The OBS, a computerized on-line tendering service, also provides information that suppliers can use to bid on government contracts across the country.

The OBS is operated and managed under contract to the Ontario government. Suppliers pay a subscription or user fee of $130 a year, as well as a nominal, on-line fee and delivery charge for any bid document requested. To subscribe, call Information Systems Management, toll-free at 1-800-361-4637.

PROCUREMENT SERVICES BRANCH
CORPORATE CONTRACTING SERVICES
Ferguson Block
77 Wellesley St. W., 6th Flr.
Toronto M7A 1N3
416-327-3555
Fax 416-327-3573
HOURS: 8:30-5:00 

Corporate Contracting Services provides a corporate procurement service by developing and administering collective purchasing arrangements (CPAs) for commonly used goods and services, including: information technology and services; paper products; clothing and general commodities; and services such as courier.

PROCUREMENT SERVICES BRANCH
CORPORATE TRAVEL PROGRAM
Ferguson Block
77 Wellesley St. W., 6th Flr.
Toronto M7A 1N3
416-327-2568
Fax 416-327-3573
HOURS: 8:30-4:30

The Corporate **Travel** Program establishes and manages corporate contracts for travel services including all ticketed transportation, accommodation, car rental requirements and other travel-related requirements throughout the province. The program develops corporate travel policy and coordinates the management of corporate travel information.

PROCUREMENT SERVICES BRANCH
PRINTING SERVICES
Ferguson Block
77 Wellesley St. W., 6th Flr.
Toronto M7A 1N3
416-327-3593
Fax 416-327-3573
HOURS: 8:30-5:00

The **Printing Services** Section provides consulting, purchasing and project management services for a wide range of printing requirements.

PROCUREMENT SERVICES BRANCH
TRADE AND BUSINESS DEVELOPMENT SECTION
Ferguson Block
77 Wellesley St. W., 6th Flr
Toronto ON M7A 1N3
416-327-3536
Fax 416-327-3573
HOURS: 9:00-5:00

The Trade and Business Development Section provides analysis, interpretation and advice on the implementation and administration of Ontario's corporate procurement policy and practice, as well as intergovernmental procurement agreements as they apply to both provincial procurement and procurement by the Broader Public Sector.

PUBLIC ACCESS SERVICES BRANCH
Ferguson Block
77 Wellesley St. W., 7th Flr.
Toronto M7A 1N3
416-327-2889
Fax 416-327-3253
HOURS: 9:00-5:00

The Public Access Services Branch provides leadership, coordination, advice and support for corporate public access initiatives and legislation. It also offers direct delivery to the public of a variety of corporate information-based services.

PUBLIC ACCESS SERVICES BRANCH
ACCESS AND INQUIRY SERVICES
Macdonald Block
900 Bay St., Rm. M1-52
Toronto ON M7A 1N3
416-326-1234
Fax 416-325-3407
OTHER LANGUAGES: French
HOURS: 8:30-5:00

Access and Inquiry Services Section manages the Citizens' Inquiry Bureau (CIB), Access Ontario, the Queen's Park Audio-Teleconference Centre and Databases and **Directories**.

The CIB provides a bilingual telephone information and referral service. The bureau provides a one-number access point to information on the government's programs and services, locations and staff.

CIB acts as a resource for government offices, Members of Provincial Parliament (MPPs) constituency offices, Community Information Centres and private organizations.

In the Toronto area, call 416-326-1234; collect calls are accepted from other locations within Ontario. For hearing or speech impaired callers, the Teletype Device for the **Deaf** (TTY) number is 416-325-3408 in Toronto or 1-800-268-7095 from all other locations in Ontario.

The bureau produces "IT'S ONTARIO," a publication providing basic information about the Province of Ontario.

Access Ontario (Rideau Centre, 50 Rideau St., Ottawa K1N 9J7) is a storefront Ontario government office providing a **bilingual information and referral service** for telephone and walk-in inquiries. Access Ontario provides a one-number access point to information on government programs and services, locations and staff. It acts as a resource for government offices, MPP constituency offices, Community Information Centres and private organizations. Access Ontario offers a range of free and priced **publications** and sells Ontario government **souvenirs**.

Access Ontario is open 6 days a week. Telephone and walk-in service is provided Monday through Friday, 9:00 a.m. to 5:00 p.m. Saturday, for personal shopping only, the hours are 9:00 a.m. to 1:00 p.m. and 2:00 p.m. to 5:00 p.m. In the Ottawa area, call 613-238-3630, fax 613-787-4055; outside the local calling area and when calling in the 613 area code, use the toll-free number 1-800-268-8758. For hearing or speech impaired callers, the TTY number is 613-787-4043.

Queen's Park Audio-Teleconference Service, 416-325-3400, provides **teleconferencing** service to government personnel by appointment from 8:00 a.m. to 6:00 p.m., Monday through Friday, and at other times by special arrangement.

Databases and Directories (7th Floor, Ferguson Block, 77 Wellesley St. W., Toronto M7A 1N3, 416-327-3642) collects and assembles information about the government that is provided to the public. The section administers: **GUIDE**, a database that contains

non-confidential details about government offices, services and personnel for publication in the Ontario Government Telephone Directory; the KWIC Index to Services; and a French-language directory, Repertoire.

Upon request, ministries can obtain custom telephone directories and information in electronic form. This section is developing a new public access database, called P.A.C.E., which is scheduled to be operational by April 1997.

The section also coordinates the updating of the Ontario government listings in the **blue pages** of all public telephone directories.

PUBLIC ACCESS SERVICES BRANCH
CORPORATE FREEDOM OF INFORMATION AND PRIVACY OFFICE
101 Bloor St. W., 8th Flr., Rm. 802
Toronto M5S 1P7
416-327-2187
Fax 416-327-2190
OTHER LANGUAGES: French
HOURS: 9:00-5:00

The Corporate Freedom of Information and Privacy Office provides advice and support to ministries and agencies of the Government of Ontario and to municipalities and local boards throughout Ontario on matters related to the administration of freedom of information and privacy legislation.

The Freedom of Information and Protection of Privacy Act applies to ministries and agencies of the provincial government. The Municipal Freedom of Information and Protection of Privacy Act applies to approximately 2,300 municipalities and local boards in Ontario.

The office provides extensive advice to institutions covered by the legislation, publishes manuals and guidelines for the legislation, provides corporate services and liaises with ministries and agencies. In addition, the branch sponsors conferences and workshops on the legislation.

The office also provides policy and administrative support to the Chair of Management Board of Cabinet, who is the Minister responsible for the freedom of information and privacy legislation.

Services provided to the public include various bilingual **publications** such as a Directory of Records for provincial government institutions and a Directory of Institutions covered by the legislation. These publications are available on the world wide web at: http://www.gov.on.ca//MBS/english/fip/

PUBLIC ACCESS SERVICES BRANCH
GOVERNMENT TRANSLATION SERVICE
Ferguson Block
77 Wellesley St. W., 7th Flr.
Toronto M7A 1N3
416-327-2711
416-327-2723 French Terminology Hotline
Fax 416-327-2753
OTHER LANGUAGES: French
HOURS: 8:30-5:00

Government **Translation** Service provides ministries and Schedule I and IV agencies with translation services from English to **French** and French to English on a charge-back basis. It also provides official French equivalents for such things as: administrative units; programs; position titles; agencies; boards and commissions. It also provides advice on preparing bilingual terminology lexicons and purchasing translation services.

PUBLIC ACCESS SERVICES BRANCH
PUBLIC ACCESS PLANNING AND DEVELOPMENT
Ferguson Block
77 Wellesley St. W., 7th Flr
Toronto ON M7A 1N3
416-327-2894
Fax 416-327-3253
HOURS: 9:00-5:00

Public Access Planning and Development provides planning and development services for cross-government activities related to public access. The section provides policy development, new product planning and project management for the central Ontario Government Website (http://www.gov.on.ca)

PUBLIC ACCESS SERVICES BRANCH
PUBLICATIONS ONTARIO
50 Grosvenor St.
Toronto M7A 1N8
416-326-5300 Mail Order
1-800-668-9938 (Toll-free)
OTHER LANGUAGES: French
HOURS: 8:30-5:00

Publications Ontario stocks and distributes Ontario government publications to the public, ministries and public libraries throughout the province. Free and priced publications, including **Hansard**, the Ontario **Gazette** and **legislation** (bills and regulations), can be obtained by personal shopping at the outlets. For mail-order inquiries, in Toronto call 416-326-5300; from other communities, call toll-free 1-800-668-9938. Various payment options are available.

The **Copyright** Unit administers Crown copyright on behalf of the Queen's Printer for Ontario, which has sole authority to license the copying of government print or electronic material for commercial purposes by third parties.

Advice is provided to ministries on transactions involving Crown copyright, both when the right to copy is being sold and also when material such as reports or software are being created for the government under contract. In addition, the unit is responsible for taking action when Crown copyright is infringed by third parties.

PERSONAL SHOPPING

PUBLICATIONS ONTARIO

Access Ontario
50 Rideau St.
Ottawa K1N 9J7
OTHER LANGUAGES: French
HOURS: 8:30-5:00

Publications Ontario Bookstore
880 Bay St.
Toronto M7A 1N8
HOURS: 9:00-5:00

AGENCIES

CIVIL SERVICE COMMISSION
Whitney Block
99 Wellesley St., W., 5th Flr., Rm. 5320
Toronto M7A 1A1
416-325-1750
Fax 416-325-6317
HOURS: 8:30-5:00

The Civil Service Commission functions under the Public Service Act, to administer the Act which covers employment in the Ontario Public Service. The Commission is also tasked with monitoring the government's performance as an employer, especially with regard to preserving the merit principle and promoting corporate values.

The Commission carries out regulation-making and adjudicative powers which, in law, cannot be delegated. Specifically, the responsibilities of the Commission are to set regulations relating to a wide range of human resource management issues affecting salaries, classifications, recruitment, benefits and hours of work, subject to the approval of the Lieutenant-Governor in Council.

Also, the Commission is responsible for approving appointments, overage appointments, and assignments, considering a wide variety of staffing and recruitment actions including salaries and appointments at the SMG 3 level.

The Commission also acts as the Board of Trustees to the Ontario Government Employees Charity Trust, which is responsible for some aspects of the William G. Davis Student Award Fund. And it resolves disputes arising from the Professional and Management Employee Relations Committee.

ONTARIO PENSION BOARD
One Financial Place
1 Adelaide St. E., Ste. 1100
Toronto M5C 2X6
416-364-8558
1-800-668-6203 (Toll-free)
Fax 416-364-7578
HOURS: 8:00-5:00

The Ontario Pension Board (OPB) administers the Public Service Pension Plan (the "Plan") in accordance with the Public Service Pension Act, the Pension Benefits Act, the Income Tax Act (Canada) and other relevant legislation. The management and most of the non-Ontario Public Service Employees' Union (OPSEU) represented employees of the Ontario Public Service and its agencies, including members of the Ontario Provincial Police, are members of the Plan.

The OPB also administers, on behalf of the employers, certain insured benefit plans for its pensioners.

The OPB also manages the Public Service Pension Fund and related investment processes.

Ontario Public Service employees who are members of OPSEU are covered by the OPSEU Pension Plan.

ONTARIO PROVINCIAL POLICE GRIEVANCE BOARD
777 Memorial Ave.
Orillia L3V 7V3
705-329-6170
Fax 705-329-6188

The Ontario Provincial **Police** Grievance Board is an adhoc committee which deals with all employee complaints concerning working conditions and terms of employment, except those that come under the Police Act or its Code of Offences. Point of contact (705) 329-6170.

ONTARIO PROVINCIAL POLICE NEGOTIATING COMMITTEE
Frost Bldg. S.
7 Queen's Park Cres., Rm. 340, 3rd Flr
Toronto M7A 1Z5
416-325-1475
Fax 416-325-1483

The Ontario Provincial **Police** Negotiating Committee (416-325-1475) negotiates amendments to and renewals of agreements or deals with any matter that may be the subject of bargaining.

ONTARIO REALTY CORPORATION
Ferguson Block
77 Wellesley St., W., 11th Flr.
Toronto M7A 1N3
416-327-3937
Fax 416-327-3942
HOURS: 8:30-5:00 

The Ontario Realty Corporation (ORC) provides accommodation and real estate services for ministries and agencies of the Ontario government. ORC manages the government's portfolio of approximately 6,000 buildings (36 million square feet) used by ministries for a wide variety of uses (e.g., office, correctional, judicial and institutional). It also leases approximately 11 million square feet of additional space for government program use.

In addition, ORC has land holdings of approximately 67,000 acres zoned for a variety of uses (e.g., residential, rural and agricultural, developmental).

The Corporation delivers services through four principal businesses:

i) Strategic and Portfolio Management:

Activities include the development of portfolio management strategies, financial and investment analysis, corporate reporting and planning, and operational policy development. These services assist the ORC operations and the Government of Ontario through corporate strategic advice. For further information, please call (416) 327-3722.

ii) Property Management:

Activities and services which support owned, managed and leased facilities required to meet the government's accommodation needs, including:

operation, maintenance and repair of facilities; leasing, project management and contract administration; asset management and facility planning. For further information, please call

(416) 327-2778.

iii) Property Development:

Technical services required in construction projects and real estate activities, including: programming, architecture, engineering, interior design and research; real estate advisory services; and project management and contract administration. For further information, please call (416) 327-1925.

iv) Land Marketing:

Activities and projects required to sell surplus government real estate. For futher information, please call (416) 585-6776 or (416) 585-7387.

PROVINCIAL JUDGES PENSION BOARD
Frost Bldg. S.
7 Queen's Park Crescent, Rm 252
Toronto M7A 1Z5
416-327-4246
Fax 416-327-8402

Provincial Judges Pension Board authorizes payments of benefits to provincial judges and administers the Provincial Judges Benefits Plan.

ACTS

The Management Board of Cabinet is responsible for the Acts listed below.

County of Middlesex Act, 1979
Flag Act
Floral Emblem Act
Freedom of Information and Protection of Privacy Act
Management Board of Cabinet Act
Ministry of Government Services Act
Municipal Freedom of Information and Protection of Privacy Act
Official Notices Publication Act
Public Service Act
Public Service Pension Act
Superannuation Adjustment Benefits Act, 1980

LEGISLATIVE OFFICES

Legislative Bldg.
Queen's Park, Toronto M7A 1A2

LEGISLATIVE ASSEMBLY

The **Legislative** Assembly, commonly called the House, consists of 130 **Members of Provincial Parliament (MPPs)** elected to represent the people in their constituencies. The Assembly performs legislative, financial and critical functions. It considers proposals for **legislation** or **bills**; enacts, amends and repeals legislation; authorizes the collection of funds from the people of Ontario; and criticizes the policies put forth by the Premier and the Cabinet. As the presiding officer, the Speaker of the Assembly is responsible for both the policy and operations of the Legislature. The Clerk of the Assembly, in the capacity of principal permanent officer, provides the Speaker and MPPs with procedural advice.

Another important feature of the Assembly, designed to enhance the legislative process, is the committee system. Three types of committees, commonly known as **Standing Committees**, **Select Committees** and the **Committee of the Whole House**, review legislation, scrutinize budget estimates, and undertake special studies or investigations.

Standing Committees, composed of Members drawn from each political party, are created by the standing orders and given specific areas of jurisdiction. Committees meet while the Legislative Assembly is in session, during adjournments and recesses, and report from time to time on matters referred to them.

Select Committees are appointed on an ad hoc basis by the Legislative Assembly to inquire into specific issues. A Select Committee composed of members from each political party is dissolved once its task is completed.

Committee of the Whole House refers to the Legislative Assembly when it meets in the Legislative Chamber as a committee to consider matters such as bills after they have received second reading. The Deputy Speaker who is also the Chair of the Committee of the Whole House presides over this committee.

Information on select and standing committees may be obtained from the Committees Branch, Room 1405, Whitney Block, Queen's Park, Toronto M7A 1A2 (416-325-3500).

Members of Provincial Parliament, **Constituency offices** and Queen's Park addresses are listed below.

CONSTITUENCY/MEMBER

C.J. (Bud) Wildman, NDP
Algoma

Mike Brown, LIB
Algoma-Manitoulin

Frances Lankin, NDP
Beaches-Woodbine

Joe Spina, PC
Brampton North

Tony Clement, PC
Brampton South

Peter Preston, PC
Brant-Haldimand

Ron Johnson, PC
Brantford

Barbara Fisher, PC
Bruce

Hon. Cameron Jackson, PC
Burlington South

Gerry Martiniuk, PC
Cambridge

Hon. Norman W. Sterling, PC
Carleton

Gilles E. Morin, LIB
Carleton East

Jack Carroll, PC
Chatham-Kent

Len Wood, NDP
Cochrane North

Gilles Bisson, NDP
Cochrane South

John C. Cleary, LIB
Cornwall

Hon. David J. Johnson, PC
Don Mills

Tony Silipo, NDP
Dovercourt

Annamarie Castrilli, LIB
Downsview

David Tilson, PC
Dufferin-Peel

James Flaherty, PC
Durham Centre

John O'Toole, PC
Durham East

Hon. Janet Ecker, PC
Durham West

Julia Munro, PC
Durham-York

Hon. William Saunderson, PC
Eglinton

Peter North, IND
Elgin

Bruce Crozier, LIB
Essex South

Pat Hoy, LIB
Essex-Kent

Hon. Chris Stockwell, PC
Etobicoke West

Doug Ford, PC
Etobicoke-Humber

Morley Kells, PC
Etobicoke-Lakeshore

John Hastings, PC
Etobicoke-Rexdale

Lyn McLeod, LIB
Fort William

Rosario Marchese, NDP
Fort York

Bill Vankoughnet, PC
Frontenac-Addington

Bill Murdoch, PC
Grey-Owen Sound

Brenda Elliott, PC
Guelph

Terence Young, PC
Halton Centre

Ted Chudleigh, PC
Halton North

David Christopherson, NDP
Hamilton Centre

Dominic Agostino, LIB
Hamilton East

Trevor Pettit, PC
Hamilton Mountain

Lillian Ross, PC
Hamilton West

Harry Danford, PC
Hastings-Peterborough

Derwyn Shea, PC
High Park-Swansea

Helen Johns, PC
Huron

Frank Miclash, LIB
Kenora

John Gerretsen, LIB
Kingston & the Islands

Wayne K. Wettlaufer, PC
Kitchener

Gary Leadston, PC
Kitchener-Wilmot

Gilles Pouliot, NDP
Lake Nipigon

Marcel Beaubien, PC
Lambton

W. Leo Jordan, PC
Lanark-Renfrew

Joseph Cordiano, LIB
Lawrence

Hon. Robert W. Runciman, PC
Leeds-Grenville

Frank Sheehan, PC
Lincoln

Marion Boyd, NDP
London Centre

Hon. Dianne E. Cunningham, PC
London North

Bob Wood, PC
London South

Hon. David H. Tsubouchi, PC
Markham

Bruce Smith, PC
Middlesex

Carl DeFaria, PC
Mississauga East

Hon. John Snobelen, PC
Mississauga North

Margaret Marland, PC
Mississauga South

Hon. Rob Sampson, PC
Mississauga West

Bill Grimmett, PC
Muskoka-Georgian Bay

John Baird, PC
Nepean

Bart Maves, PC
Niagara Falls

Tim Hudak, PC
Niagara South

Floyd Laughren, NDP
Nickel Belt

Hon. Michael D. Harris, PC
Nipissing

Toby Barrett, PC
Norfolk

Douglas Galt, PC
Northumberland

Gary Carr, PC
Oakville South

Mike Colle, LIB
Oakwood

Vacant
Oriole

Jerry J. Ouellette, PC
Oshawa

Richard Patten, LIB
Ottawa Centre

Bernard C. Grandmaitre, LIB
Ottawa East

Dalton J.P. McGuinty, LIB
Ottawa South

Robert Chiarelli, LIB
Ottawa West

Garry Guzzo, PC
Ottawa-Rideau

Ernie Hardeman, PC
Oxford

Tony Ruprecht, LIB
Parkdale

Hon. Ernie Eves, PC
Parry Sound

Bert Johnson, PC
Perth

Gary Stewart, PC
Peterborough

Michael Gravelle, LIB
Port Arthur

Gary Fox, PC
Pr. Edward-Lennox-S. Hastings

Jean-Marc Lalonde, LIB
Prescott & Russell

Doug Rollins, PC
Quinte

Howard Hampton, NDP
Rainy River

Sean Conway, LIB
Renfrew North

Marilyn Churley, NDP
Riverdale

Hon. Noble A. Villeneuve, PC
S-D-G & East Grenville

David Boushy, PC
Sarnia

Tony Martin, NDP
Sault Ste. Marie

Dan Newman, PC
Scarborough Centre

Steve Gilchrist, PC
Scarborough East

Alvin Curling, LIB
Scarborough North

Jim Brown, PC
Scarborough West

Gerry Phillips, LIB
Scarborough-Agincourt

Hon. Marilyn Mushinski, PC
Scarborough-Ellesmere

Joe Tascona, PC
Simcoe Centre

Allan K. McLean, PC
Simcoe East

Hon. Jim Wilson, PC
Simcoe West

Isabel Bassett, PC
St. Andrew-St. Patrick

Jim Bradley, LIB
St. Catharines

Tom P. Froese, PC
St. Catharines-Brock

Hon. Al Leach, PC
St. George-St. David

Rick Bartolucci, LIB
Sudbury

Shelley Martel, NDP
Sudbury East

David Ramsay, LIB
Timiskaming

Hon. Chris Hodgson, PC
Victoria-Haliburton

Hon. Elizabeth Witmer, PC
Waterloo North

Peter Kormos, NDP
Welland-Thorold

Ted Arnott, PC
Wellington

Ed Doyle, PC
Wentworth East

Toni Skarica, PC
Wentworth North

Hon. Charles Harnick, PC
Willowdale

Monte Kwinter, LIB
Wilson Heights

Vacant
Windsor-Riverside

Sandra Pupatello, LIB
Windsor-Sandwich

Dwight Duncan, LIB
Windsor-Walkerville

Hon. Al Palladini, PC
York Centre

John Parker, PC
York East

David Turnbull, PC
York Mills

Gerard Kennedy, LIB
York South

Frank F. Klees, PC
York-Mackenzie

Mario Sergio, LIB
Yorkview

MEMBER/CONSTITUENCY

Hon. Jim Wilson, PC (Simcoe West)
180 Parsons Rd., Unit 28
Alliston L9R 1E8
1-800-268-7542 (Toll-free)
705-435-4087
Fax 705-435-1051
HOURS: 8:30-5:00

Ted Arnott, PC (Wellington)
148 George St.
P. O. Box 659
Arthur N0G 1A0
1-800-265-2366 (Toll-free)
519-848-6253
Fax 519-848-6255
HOURS: 8:30-4:30

Howard Hampton, NDP (Rainy River)
205 Main St.
P. O. Box 1780
Atikokan P0T 1C0
807-597-2629
Fax 807-597-2402
HOURS: 12:00-4:30

Frank F. Klees, PC (York Mackenzie)
14993 Yonge St., Unit 2
Aurora L4G 1M5
905-727-1985
Fax 905-727-0824

Joe Tascona, PC (Simcoe Centre)
36 Mulcaster St.
Barrie L4M 3M1
705-737-4242
Fax 705-737-1085

Pat Hoy, LIB (Essex-Kent)
578 Notre Dame St.
Belle River N0R 1A0
519-728-4100
Fax 519-728-3149

Gary Fox, PC (Prince Edward-Lennox-South Hastings)
Prince Edward Sq. Plaza
R. R. 7, Hwy. 62 S.
Box 6800
Belleville K8N 4Z7
613-967-1565
Fax 613-967-1671

Doug Rollins, PC (Quinte)
43 South Pinnacle St.
Belleville K8N 3A1
613-962-1144
Fax 613-969-6381

John O'Toole, PC (Durham East)
75 King St. E.
Bowmanville L1C 1N4
905-697-1501
Fax 905-697-1506

Joe Spina, PC (Brampton North)
Conestoga Sq.
380 Bovaird Dr., 2nd Flr., Ste. 104
Brampton L6Z 2S8
905-840-9244
Fax 905-840-7845

Tony Clement, PC (Brampton South)
101 Main St. N.
Brampton L6X 1M8
905-796-8669
Fax 905-796-8069

Ron Johnson, PC (Brantford)
44 King St., Ste. 202
Brantford N3T 3C7
519-759-0361
Fax 519-759-6439

Hon. Robert W. Runciman, PC (Leeds-Grenville)
243 Perth St.
Brockville K6V 5E7
613-342-9522
Fax 613-342-2501
OTHER LANGUAGES: French
HOURS: 9:00-5:00

Hon. Cameron Jackson, PC (Burlington South)
460 Brant St., Unit 23
Burlington L7R 4B6
905-639-7924
Fax 905-639-3284
HOURS: 9:00-5:00

Gerry Martiniuk, PC (Cambridge)
410 Hespeler Rd., Unit 2
Cambridge N1R 6J6
519-623-5852
Fax 519-623-3250

Peter Preston, PC (Brant-Haldimand)
5 Talbot St. W.
Box 70
Cayuga N0A 1E0
905-772-7383
Fax 905-772-1038

Jack Carroll, PC (Chatham Kent)
111 Heritage Rd., Ste. 100
Box 9
Chatham N7M 5W7
519-351-3713
Fax 519-351-8202

Floyd Laughren, NDP (Nickel Belt)
3146 Laura Ave., Unit 2
Chelmsford P0M 1L0
705-855-3531
1-800-761-6667 (Toll-free)
Fax 705-855-9290
OTHER LANGUAGES: French
HOURS: 9:00-4:00 Closed-Wed

Douglas Galt, PC (Northumberland)
1005 William St., Ste. 303
Cobourg K9A 5J4
905-372-4000
Fax 905-372-1672

John C. Cleary, LIB (Cornwall)
404 Montreal Rd.
Cornwall K6H 1B7
613-933-6513
Fax 613-933-6449
OTHER LANGUAGES: French
HOURS: 8:30-4:30

Monte Kwinter, LIB (Wilson Heights)
539 Wilson Heights Blvd.
Downsview M3H 2V7
416-630-0080
Fax 416-630-8828
HOURS: 10:00-4:00

Frank Miclash, LIB (Kenora)
122 King St., Unit 1
Dryden P8N 1C2
807-223-5000
Fax 807-223-8648
HOURS: 12:00-4:00

Toni Skarica, PC (Wentworth North)
89 King St. W., Ste. 104
Dundas L9H 1V1
905-628-6558
Fax 905-628-6322

Mike Brown, LIB (Algoma-Manitoulin)
Algo Centre Mall
151 Ontario Ave.
Elliot Lake P5A 2T2
705-461-9710
Fax 705-461-9720
OTHER LANGUAGES: French
HOURS: 10:00-4:30

Hon. Chris Stockwell, PC (Etobicoke West)
555 Burnhampthorpe Rd., Ste. 214
Etobicoke M9C 2Y3
416-695-1220
Fax 416-695-1222
HOURS: 9:00-5:00

Doug Ford, PC (Etobicoke-Humber)
1451 Royal York Rd.
Etobicoke M9P 3B2
416-247-6220
Fax 416-247-8687

John Hastings, PC (Etobicoke-Rexdale)
100 Rexdale Blvd., Unit 201
Etobicoke M9W 1N7
416-745-2859
Fax 416-745-4601

Helen Johns, PC (Huron)
388 Main St. N.
P. O. Box 520
Exeter N0M 1S6
519-235-4920
Fax 519-235-4922

Howard Hampton, NDP (Rainy River)
140 Fourth St. W., Ste. 3
Fort Frances P9A 3B8
807-274-7619
Fax 807-274-3721
HOURS: 1:00-5:00

Gilles E. Morin, LIB (Carleton East)
Gloucester City Centre
1980 Ogilvie Rd., Ste. 216
Gloucester K1J 9L3
613-745-6899
Fax 613-745-8935
OTHER LANGUAGES: French
HOURS: 9:00-5:00

Brenda Elliott, PC (Guelph)
5 Wyndham St. N., Unit 1
Guelph N1H 4E2
519-836-4190
Fax 519-836-4191

David Ramsay, LIB (Timiskaming)
524 Ferguson St.
P. O. Box 429
Haileybury P0J 1K0
705-672-2488
Fax 705-672-3241
OTHER LANGUAGES: French
HOURS: 12:30-4:30 T-F

David Christopherson, NDP (Hamilton Centre)
346 Main St. E.
Hamilton L8N 1J1
905-529-1277
Fax 905-529-1280
OTHER LANGUAGES: Italian & German
HOURS: 9:00-4:30

Trevor Pettit, PC (Hamilton Mountain)
952 Concession St., Unit 2
Hamilton L8V 1G2
905-388-9734
Fax 905-388-7862

Lillian Ross, PC (Hamilton West)
304 Main St. W.
Hamilton L8P 1J8
905-527-2556
Fax 905-527-2570

Dominic Agostino, LIB (Hamilton East)
196 Parkdale Ave. N., Unit B
Hamilton L8H 5X2
905-544-9644
Fax 905-544-5152

Shelley Martel, NDP (Sudbury East)
Hanmer Valley Shopping Plaza
Hwy. 69 N.
Hanmer P3P 1P7
705-969-3621
Fax 705-969-3538
OTHER LANGUAGES: French
HOURS: 10-4:30MTW/10-4F ThC

Jean-Marc Lalonde, LIB
(Prescott-Russell)
151 Main St. E., Ste. 116
Hawkesbury K6A 1A1
613-632-2706
Fax 613-632-1554

Len Wood, NDP (Cochrane North)
12B Byng Ave.
Kapuskasing P5N 1W3
1-800-461-1810 (Toll-free)
705-335-6400
Fax 705-337-6869
OTHER LANGUAGES: French
HOURS: 9:00-4:30

Frank Miclash, LIB (Kenora)
Kenora Market Sq.
300 McClellan Ave.
Kenora P9N 1A8
807-468-6311
1-800-465-5302 (Toll-free)
Fax 807-468-4604
HOURS: 9:00-5:00

Barbara Fisher, PC (Bruce)
904 Queen St.
Kincardine N2Z 2Y2
519-396-9200
Fax 519-396-9885

Bill Vankoughnet, PC
(Frontenac-Addington)
516 O'Connor Dr., Unit 207
Kingston K7P 1N3
613-389-7513
1-800-267-2216 (Toll-free)
Fax 613-389-7763

John Gerretsen, LIB (Kingston & the Islands)
328 Princess St.
Kingston K7L 1B6
613-547-2385
Fax 613-547-5001

David Ramsay, LIB (Timiskaming)
29 Duncan Ave.
Kirkland Lake P2N 1X5
705-567-4650
1-800-461-2186 (Toll-free)
Fax 705-567-4208
OTHER LANGUAGES: French
HOURS: 9:00-4:30

Wayne K. Wettlaufer, PC (Kitchener)
70 Francis St. N.
Kitchener N2H 5B5
519-579-5460
Fax 519-579-2121

Gary Leadston, PC (Kitchener-Wilmot)
1151 Victoria St. N., Unit 10
Kitchener N2B 3C8
519-742-2155
Fax 519-742-2148

Bruce Crozier, LIB (Essex-South)
33 Princess St., Ste. 202
Leamington N8H 5C5
519-322-4811
Fax 519-322-4820
HOURS: 9:00-5:00

Hon. Chris Hodgson, PC
(Victoria-Haliburton)
2 King St.
Lindsay K9V 1C5
1-800-424-2490 (Toll-free)
705-324-6654
Fax 705-324-6938
HOURS: 9:30-4:30

Marion Boyd, NDP (London Centre)
388 Dundas St. E., Ste. 201
London N6B 1V7
519-433-6631
Fax 519-433-3248
HOURS: 10-12/1:30-4 T-Sat

Hon. Dianne E. Cunningham, PC (London North)
1135 Adelaide St. N., Unit 119
London N5Y 5K7
519-432-7339
Fax 519-432-0613
OTHER LANGUAGES: French
HOURS: 9:00-5:00

Bob Wood, PC (London South)
312 Commissioners St. W., Unit 3
London N6J 1Y3
519-657-3120
Fax 519-657-0368

Bruce Smith, PC (Middlesex)
2100 Oxford St. E., Unit 29
London N5V 4A4
519-457-3110
Fax 519-455-3654

Harry Danford, PC (Hastings-Peterborough)
207 Russell St.
Box 1075
Madoc K0K 2K0
613-473-2001
Fax 613-473-2012

Hon. Norman W. Sterling, PC (Carleton)
1143A Mill St.
P. O. Box 535, Stn. Main
Manotick K4M 1A5
613-692-2403
1-800-267-1020 (Toll-free)
Fax 613-692-0869
HOURS: 8:30-4:30

Bill Murdoch, PC (Grey-Owen Sound)
36 Toronto St. S.
Box 88
Markdale N0C 1H0
519-986-2510
Fax 519-986-3655
HOURS: 9:00-4:30

Hon. David H. Tsubouchi, PC (Markham)
8901 Woodbine Ave., Ste. 201
Markham L3R 9Y4
905-305-1935
Fax 905-305-1938

Bill Grimmett, PC (Muskoka-Georgian Bay)
482 Elizabeth St.
Midland L4R 1Z8
705-526-8671
Fax 705-526-8600

Ted Chudleigh, PC (Halton North)
192 Main St. E., Ste. 200
Milton L9T 1N8
905-878-1729
Fax 905-878-5144

Margaret Marland, PC (Mississauga South)
1523 Hurontario St.
Mississauga L5G 3H7
905-278-1557
Fax 905-278-1525
HOURS: 8:30-4:30

Carl DeFaria, PC (Mississauga East)
1425 Dundas St. E., Ste. 5
Mississauga L4X 2W4
905-238-1751
Fax 905-238-4918

Hon. John Snobelen, PC (Mississauga North)
101 Queen St. S., Ste. 210
Mississauga L5M 1K7
905-826-7200
Fax 905-826-4553

Hon. Rob Sampson, PC (Mississauga West)
1100 Central Parkway W., Unit 17
Mississauga L5C 4E5
905-897-8815
Fax 905-897-8482

Hon. Noble A. Villeneuve, PC (S-D-G & East Grenville)
Labrosse St.
P. O. Box 238
Moose Creek K0C 1W0
613-538-2408
1-800-267-7176 (Toll-free)
Fax 613-538-2617
OTHER LANGUAGES: French
HOURS: 9:00-4:00

John Baird, PC (Nepean)
301 Moodie Dr., Ste. 119
Nepean K2H 9C4
613-828-2020
Fax 613-828-6962

Bart Maves, PC (Niagara Falls)
6100 Thorold Stone Rd.
Niagara Falls L2J 1A3
905-357-0681
Fax 905-357-9456

Hon. Michael D. Harris, PC (Nipissing)
374 Fraser St., Ste. 1
North Bay P1B 3W7
If long distance ask operator for
Zenith 32580 (Toll-free)
705-474-8340
Fax 705-474-9747
HOURS: 10:00-4:00

Hon. Charles Harnick, PC (Willowdale)
Newtonbrook Plaza
5801 Yonge St., Unit 4
North York M2M 3T9
416-733-7878
Fax 416-733-7709
HOURS: 9:00-5:00

Joseph Cordiano, LIB (Lawrence)
2958 Dufferin St.
North York M6B 3S9
416-785-3520
Fax 416-785-4524
OTHER LANGUAGES: French, Italian
HOURS: 9:00-5:00

David Turnbull, PC (York Mills)
1262 Don Mills Rd., Ste. 10
North York M3B 2W7
416-445-4040
Fax 416-445-7031
HOURS: 9:00-5:00

Annamarie Castrilli, LIB (Downsview)
1183 Finch Ave. W., Unit 101b
North York M3J 2G3
416-663-6934
Fax 416-663-2297

Mario Sergio, LIB (Yorkview)
2300 Finch Ave. W., Unit 38
North York M9M 2Y3
416-743-7272
Fax 416-743-3292

Gary Carr, PC (Oakville South)
2330 Lakeshore Rd. W.
Oakville L6L 1H3
905-827-5141
Fax 905-827-3786

Terence Young, PC (Halton Centre)
247 North Service Rd. W., Ste. 205
Oakville L6M 3E6
905-815-1995
Fax 905-815-8123

David Tilson, PC (Dufferin-Peel)
244 Broadway Ave.
Orangeville L9W 1K5
519-941-7751
1-800-265-1603 (Toll-free)
Fax 519-941-3246
HOURS: 9:00-5:00M-F 6-9 Th.

Allan K. McLean, PC (Simcoe East)
14 Coldwater Rd. W.
P. O. Box 2320, Stn. Main
Orillia L3V 6S2
705-326-3246
705-835-3244
Fax 705-326-9579
HOURS: 9:00-4:30

Jerry J. Ouellette, PC (Oshawa)
170 Athol St. E.
Oshawa L1H 1K1
905-723-2411
Fax 905-723-1054

Robert Chiarelli, LIB (Ottawa West)
2249 Carling Ave., Ste. 404
Ottawa K2B 7E9
613-596-2016
Fax 613-596-9744
HOURS: 9:00-4:30

Dalton J.P. McGuinty, LIB (Ottawa South)
1789 Kilborn Ave.
Ottawa K1H 6N1
613-736-9573
Fax 613-736-7374
OTHER LANGUAGES: French
HOURS: 9:00-5:00

Richard Patten, LIB (Ottawa Centre)
1276 Wellington St.
Ottawa K1Y 3A7
613-722-6414
Fax 613-722-6703

Garry Guzzo, PC (Ottawa Rideau)
885 Meadowlands Dr. E.
Ottawa K2C 3N2
613-727-2657
Fax 613-224-3306

Bill Murdoch, PC (Grey-Owen Sound)
281 9th St. E.
Owen Sound N4K 1N8
519-371-2421
Fax 519-371-0953
HOURS: 8:30-4:00

Hon. Ernie Eves, PC (Parry Sound)
17 James St.
Parry Sound P2A 1T4
705-746-4266
Fax 705-746-1578
HOURS: 9:00-5:00

Sean Conway, LIB (Renfrew North)
203 Renfrew St.
Pembroke K8A 5S2
1-800-267-2515 (Toll-free)
613-735-6627
Fax 613-735-6692
HOURS: 8:30-4:30

Allan K. McLean, PC (Simcoe East)
29 Main St.
Box 556
Penetanguishene L0K 1P0
705-549-4521
HOURS: 10:00-1:00 MT

W. Leo Jordan, PC (Lanark-Renfrew)
10 Sunset Blvd.
Perth K7H 2Y2
1-800-465-3766 (Toll-free)
613-267-5210
Fax 613-267-7262
HOURS: 8:00-4:00

Gary Stewart, PC (Peterborough)
193 Simcoe St., Unit 3
Peterborough K9H 2H6
705-742-3777
Fax 705-742-1822

Marcel Beaubien, PC (Lambton)
4247 Oil Heritage Rd.
Box 850
Petrolia N0N 1R0
519-882-0221
Fax 519-882-3939

Hon. Janet Ecker, PC (Durham West)
1550 Kingston Rd., Ste. 213
Pickering L1V 1C3
905-420-0829
Fax 905-420-5351

Bill Grimmett, PC (Muskoka-Georgian Bay)
17 Joseph St.
Box 1200
Port Carling P0B 1J0
705-765-6836
1-800-461-5427 (Toll-free)
Fax 705-765-7288

Gilles Pouliot, NDP (Lake Nipigon)
Legislative Bldg.
Rm. 359, E. Wing
Queen's Park, Toronto M7A 1A5
416-325-4075
1-800-268-7192 (Toll-free) (area code 807)
Fax 416-325-4076
HOURS: 8:30-5:00

W. Leo Jordan, PC (Lanark-Renfrew)
Renfrew Mall
740 Stewart St. N., Unit 8c
Renfrew K7V 4G8
1-800-267-5877 (Toll-free)
613-432-3206
Fax 613-432-5686
HOURS: 8:30-4:00

Pat Hoy, LIB (Essex-Kent)
82 Erie St. S.
P. O. Box 189
Ridgetown N0P 2C0
519-674-0966
Fax 519-674-5018

Jean-Marc Lalonde, LIB (Prescott-Russell)
1694 Laurier St.
P. O. Box 339
Rockland K4K 1K4
613-446-4010
Fax 613-446-6605

David Boushy, PC (Sarnia)
775 Exmouth St., Unit 2
Sarnia N7T 5P7
519-337-0051
Fax 519-337-0053

Tony Martin, NDP (Sault Ste. Marie)
180 Bay St.
Sault Ste. Marie P6A 6S2
705-949-6959
Fax 705-949-5561
HOURS: 9:00-4:00 MTWF/Cl.Th

C.J. (Bud) Wildman, NDP (Algoma)
Heyden Shopping Centre
R. R. 2
Sault Ste. Marie P6A 5K7
705-777-1013
Fax 705-777-1017
OTHER LANGUAGES: French
HOURS: 9-12MW/TTHF9-12&1-4

Gerry Phillips, LIB (Scarborough-Agincourt)
4002 Sheppard Ave. E., Ste. 204
Scarborough M1S 4R5
416-297-6568
Fax 416-297-4962
HOURS: 9:00-5:00

Alvin Curling, LIB (Scarborough North)
5200 Finch Ave. E., Unit 111
Scarborough M1S 4Z4
416-297-5040
Fax 416-297-6767
OTHER LANGUAGES: Cantonese
HOURS: 9:00-5:00

Dan Newman, PC (Scarborough Centre)
2646 Eglinton Ave. E.
Scarborough M1K 2S3
416-261-9525
Fax 416-261-0381

Steve Gilchrist, PC (Scarborough East)
Morningside Mall
255 Morningside Ave., Ste. 335
Scarborough M1E 3E6
416-281-2787
Fax 416-281-2360

Hon. Marilyn Mushinski, PC (Scarborough-Ellesmere)
2100 Ellesmere Rd., Unit 205
Scarborough M1H 3B7
416-438-1242
Fax 416-438-1244

Jim Brown, PC (Scarborough West)
1576 Kingston Rd.
Scarborough M1N 1S2
416-698-0967
Fax 416-698-0969

Toby Barrett, PC (Norfolk)
39 Norfolk St. N.
Simcoe N3Y 3N6
519-428-0446
Fax 519-428-0835

Hon. Ernie Eves, PC (Parry Sound)
159 Marie St.
P. O. Box 490
South River P0A 1X0
705-386-0091
1-800-461-7511 (Toll-free)
Fax 705-386-0701
HOURS: 9:00-4:30

Jim Bradley, LIB (St. Catharines)
2 Secord Dr., Unit 2
St. Catharines L2N 1K8
905-935-0018
Fax 905-935-0191
HOURS: 8:30-4:30

Tom P. Froese, PC (St. Catharines-Brock)
20 Hartzel Rd., Unit 16
St. Catharines L2P 1M3
905-988-5495
Fax 905-988-5078

Peter North, IND (Elgin)
542 Talbot St.
St. Thomas N5P 1C4
519-631-0666
Fax 519-631-9478
HOURS: 9:00-4:30

Tim Hudak, PC (Niagara South)
2763 Stevensville Rd., Unit 3
Stevensville L0S 1S0
905-382-0322
1-800-665-3697 (Toll-free)
Fax 905-382-0315

Ed Doyle, PC (Wentworth East)
Battlefield Sq.
826 Queenston Rd., Unit 4
Stoney Creek L8G 4A8
905-664-4200
Fax 905-662-2313

Julia Munro, PC (Durham-York)
Ballantrae Plaza
13 Felcher Blvd., Unit 13
R. R. 3
P. O. Box 9
Stouffville L4A 7X4
905-640-3855
1-800-263-7411 (Toll-free)
Fax 905-640-5180

Bert Johnson, PC (Perth)
556 Huron St.
Stratford N5A 5T9
519-272-0660
Fax 519-272-1064

Hon. Michael D. Harris, PC (Nipissing)
229 Main St., 2nd Flr.
Sturgeon Falls P0H 2G0
705-753-2560
If long Distance ask operator for
Zenith 32580 (Toll-free)

Rick Bartolucci, LIB (Sudbury)
100 Elm St.
Sudbury P3C 1T5
705-675-1914
Fax 705-675-1456

Hon. Al Palladini, PC (York Centre)
1118 Centre St., Ste. 207
Thornhill L4J 7R9
905-886-6748
Fax 905-886-6760

Lyn McLeod, LIB (Fort William)
240 South Syndicate Ave.
Thunder Bay P7E 1C8
807-623-9237
Fax 807-623-4983
OTHER LANGUAGES: French
HOURS: 9:00-5:00

Michael Gravelle, LIB (Port Arthur)
215 Van Norman St., Ste. 101
Thunder Bay P7A 4B6
807-345-3647
Fax 807-345-2922

Gilles Bisson, NDP (Cochrane South)
142 Algonquin Ave. E.
Timmins P4N 1A7
705-268-6236
Fax 705-268-7122
OTHER LANGUAGES: French
HOURS: 10:00-4:00M-F exc W

Tony Ruprecht, LIB (Parkdale)
1079 College St.
Toronto M6H 1B4
416-535-3158
Fax 416-325-9961
OTHER LANGUAGES: Portuguese, Hungarian, Polish
HOURS: 10:00-6:00

Rosario Marchese, NDP (Fort York)
854 Dundas St. W.
Toronto M6J 1V5
416-603-9664
Fax 416-603-1241
HOURS: 9-1M/1-530TW/3-7Th

Marilyn Churley, NDP (Riverdale)
288 Danforth Ave.
Toronto M4K 1N6
416-461-0223
Fax 416-461-9542
OTHER LANGUAGES: Greek, Chinese
HOURS: 10:30-4:00M-Th/Fri-a

Frances Lankin, NDP (Beaches-Woodbine)
2036 Danforth Ave.
Toronto M4C 1J6
416-421-1810
Fax 416-421-3741
HOURS: 10-4 TThF/2-7 W

Hon. David J. Johnson, PC (Don Mills)
1102 O'Connor Dr.
Toronto M4B 3L4
416-752-2005
Fax 416-752-2646
HOURS: 9:00-5:00

Hon. William Saunderson, PC (Eglinton)
2221 Yonge St., 5th Flr.
Toronto M4S 2B4
416-482-2480
Fax 416-482-3144

Morley Kells, PC (Etobicoke-Lakeshore)
3480 Lakeshore Blvd. W.
Toronto M8W 1N4
416-259-2249
Fax 416-259-3704

Derwyn Shea, PC (High Park-Swansea)
2 Jane St., Ste. 502
Toronto M6S 4W3
416-762-6959
Fax 416-762-4499

Mike Colle, LIB (Oakwood)
1984 Eglinton Ave. W.
Toronto M6E 2J9
416-781-2395
Fax 416-781-4116

Isabel Bassett, PC (St. Andrew-St. Patrick)
720 Spadina Ave., Ste. 303
Toronto M5S 2T9
416-413-1894
Fax 416-413-1897

Hon. Al Leach, PC (St. George-St. David)
365 Bloor St. E., Ste. 202
Toronto M4W 3L4
416-972-7683
Fax 416-972-7686

John Parker, PC (York East)
196 O'Connor Dr.
Toronto M4J 2T1
416-425-4560
Fax 416-425-5846

Tony Silipo, NDP (Dovercourt)
803 St. Clair Ave. W.
Toronto M6C 1B9
416-653-1044
Fax 416-653-1054

Gerard Kennedy, LIB (York South)
2541 Eglinton Ave. W.
Toronto M6M 1T2
416-658-8127
Fax 416-658-8162

Doug Rollins, PC (Quinte)
5 Stewart St.
Trenton K8V 6H5
613-392-3038
Fax 613-392-2241

Bernard C. Grandmaitre, LIB (Ottawa East)
150 Montreal Rd., Rm. 208
Vanier K1L 8H2
613-744-4484
Fax 613-744-0889
OTHER LANGUAGES: French
HOURS: 9:00-5:00

Frank Sheehan, PC (Lincoln)
3911 Victoria Ave.
Vineland L0R 2C0
905-562-3737
Fax 905-562-3744

Hon. Elizabeth Witmer, PC (Waterloo North)
375 University Ave. E.
Waterloo N2K 3M7
519-725-3477
Fax 519-725-3667
HOURS: 8:30-4:30

Peter Kormos, NDP (Welland-Thorold)
60 King St., Unit 103
Welland L3B 6A4
905-732-6884
Fax 905-732-9782
OTHER LANGUAGES: French
HOURS: 10-4M-Th/10-12:30F

James Flaherty, PC (Durham Centre)
114 Dundas St. E., Ste. 101
Whitby L1N 2H7
905-430-1141
Fax 905-430-1840

Sandra Pupatello, LIB (Windsor-Sandwich)
875 Ouellette Ave.
Windsor N9A 4J6
519-977-7191
Fax 519-977-7029

Dwight Duncan, LIB (Windsor-Walkerville)
472 Tecumseh Rd., Unit 2
Windsor N8X 2R8
519-973-5768
Fax 519-973-7694

Ernie Hardeman, PC (Oxford)
12 Perry St.
Woodstock N4S 3C2
519-537-5222
Fax 519-537-3577

SPEAKER OF THE LEGISLATIVE ASSEMBLY
Legislative Bldg.
Queen's Park, Toronto M7A 1A2
416-325-7435
Fax 416-325-7483
HOURS: 8:30-4:45

As the Chief Presiding Officer, the Speaker of the Legislative Assembly is responsible for both policy and operations of the Legislative Precinct which includes the Legislative Building, its surrounding grounds and the 1st, 2nd and 3rd floors of the Whitney Block. The Speaker also chairs the Board of Internal Economy which reviews and approves operating policy for the Office of the Assembly, governs the Assembly's financial affairs, including the review of the estimates. The office also provides information on the schedule of sittings and sessions of the **Legislature**.

CHIEF ELECTION OFFICER

51 Rolark Dr.
Scarborough M1R 3B1
416-321-3000
1-800-668-2727 (Toll-free)
Fax 416-321-6853
OTHER LANGUAGES: French
HOURS: 8:00-5:00

Under the Ontario Election Act, the Office of the Chief Election Officer (**Elections** Ontario) conducts provincial elections. It coordinates appointment, training and payment of election officials, and arranges rentals, equipment and supplies for polling places. Other responsibilities include directing and supervising local Returning Officers in 130 **electoral districts**; and publishing **historical** information, dating back to 1867, about provincial elections. The office maintains an Index of Provincial Electoral Districts by street name and number to assist persons seeking their electoral district and the name, telephone number and contact address of their Member of Provincial Parliament (MPP). See the Legislative Assembly entry for a list of MPPs and their constituency offices.

CLERK OF THE LEGISLATIVE ASSEMBLY

Legislative Bldg.
Queen's Park, Toronto M7A 1A2
416-325-7340
Fax 416-325-7344
OTHER LANGUAGES: French
HOURS: 9:00-5:00

The Clerk is the chief permanent officer of the Legislative Assembly, with the rank and status of a Deputy Minister. Responsibilities include advising the Speaker and members of the **Legislature** on questions of procedure and interpretation of rules and practices of the House and responsibility for the administration of the Office of the Assembly. The Clerk and Clerk Assistants provide advice on drafting motions and Petitions to Parliament.

The Clerk is Secretary of the Ontario Branch of the **Commonwealth Parliamentary Association**, with responsibility for coordinating the activities of the branch and the Legislature with other Parliaments, and Secretary of the Ontario section of the Association internationale des parliamentaires de langue francaise.

The Office maintains the public disclosure statements of Members of the Legislative Assembly and the Executive Council for examination by Members and the public.

BROADCAST AND RECORDING SERVICE
Legislative Bldg.
Queen's Park, Toronto M7A 1A2
416-325-7900
Fax 416-325-7916
OTHER LANGUAGES: French
HOURS: 9:00-5:00 

The Broadcast and Recording Service is responsible for the accreditation of visiting media, and liaison between the Queen's Park Press Gallery and the Speaker's Office.

This office operates the Ontario **Legislative Television** Satellite Network (ONT.PARL.), the audio recording of House and Committee proceedings for transcription by Hansard, and the "in- house" closed circuit television system. All house proceedings are real-time captioned for the hearing impaired.

This office transmits all legislative documents within the television signal on the Vertical Blanking Interval (VBI). These documents can be decoded for use on personal or network computer systems.

COMMITTEES BRANCH
Whitney Block
99 Wellesley St. W., Rm. 1405
Toronto M7A 1A2
416-325-3500 (Collect calls accepted)
416-325-3538 (TTY)
Fax 416-325-3505
OTHER LANGUAGES: French
HOURS: 9:00-5:00 

The Committees Branch provides procedural and administrative support to standing and **select committees** of the Legislative Assembly, and offers advice and assistance on the drafting of motions relating to committee business. The branch will answer questions about parliamentary procedure in committees, matters referred to and being considered in committees, and dates and times of committee meetings. Callers will be referred to specific committee clerks for more detailed information on committee matters.

HANSARD REPORTING SERVICE
Whitney Block
99 Wellesley St. W., Rm. 3330
Toronto M7A 1A2
416-325-7400/7401
Fax 416-325-7430
OTHER LANGUAGES: French
HOURS: 9:00-5:00

The **Hansard** Reporting Service provides substantially verbatim transcripts of the sittings of the **Legislature** of Ontario and its committees, and publishes an official report (Hansard). Index information on Hansard for the current session of the Legislature can be obtained by calling 416-325-7411 or 416-325-3708. Hansard is distributed to each Member of the Provincial Parliament (MPP), the Legislative Library, public libraries, and the Caucus offices. It can also be obtained by personal shopping at the Publications Ontario Bookstore, 880 Bay St., Toronto, (416-326-5320).

Draft and Final Hansards are also available electronically within Queen's Park on the Legislative Assembly bulletin boards, and to any decoder-equipped computer throughout Ontario via the Ontario parliamentary television network. For information call 416-325-3942.

The official reports of debates and proceedings in the Ontario Legislature and its committees are also available on the Internet through the World Wide Web and can be reached at the following address: http://www.ontla.on.ca/hansard/hansard.htm

INTERPRETATION AND TRANSLATION SERVICE
Whitney Block
99 Wellesley St. W., Rm. 3320
Toronto M7A 1A2
416-325-3962
Fax 416-325-3967
OTHER LANGUAGES: French
HOURS: 8:30-4:30

Under the French Language Services program, the Interpretation and Translation Service provides **interpretation services** in English and French for both the House and Committees of the Legislature. Written translation services in English and French are also provided for House and Committees, members, the Office of the Legislative Assembly and some associated commissions. Any questions about interpretation and translation services at the Legislative Assembly of Ontario should be directed to the manager at the above address or telephone number.

JOURNALS BRANCH
Whitney Block
99 Wellesley St. W., Rm. 1408
Toronto M7A 1A2
416-325-7350 (Collect calls accepted)
OTHER LANGUAGES: French
HOURS: 8:30-4:45

The Journals Branch of the Clerk's Office coordinates daily publication of the Orders and Notices paper, Votes and Proceedings and daily **Business** paper. These documents, which contain the matters before the House, are the official record of the activities of the Legislature. In addition to the Journals, the official permanent record of the Legislative Assembly's proceedings, the branch compiles and distributes a final Status of Business Report for each Session, consisting of information on **legislation**, expenditure estimates, committee orders of reference, petitions, Sessional Papers and resolutions considered by the House. All current Sessional documents tabled in the House are retained in the Journals Branch, and available for public inspection. The branch will also answer questions on the status of legislation (bills) from current and previous Sessions of the Legislature.

COMMISSION ON ELECTION FINANCES

151 Bloor St. W., Ste. 1110
Toronto M5S 1S4
416-325-9401
Fax 416-325-9466
OTHER LANGUAGES: French
HOURS: 8:00-4:00

The Commission on Election Finances administers the Election Finances Act, which provides for registration of Ontario's **political** parties, constituency (riding) associations, candidates in by-**elections** and provincial elections, and leadership contestants. During a provincial election campaign, the Commission supervises limits on campaign expenses and political contributions to registered parties, constituency associations and candidates, and imposes a time period for advertising.

Political parties and candidates may obtain subsidies for campaign expenses by filing audited campaign period statements of income and expenses, and annual financial statements, including assets and liabilities. Tax credit receipts are provided for contributions, within set limits, to parties, riding associations and candidates. Leadership contestants must file audited financial statements of income, including a list of contributions over $100, and expenses. There are no limits on contributions, but also no tax credits for leadership contestants. All filings are made public.

The Legislative Assembly Act requires the Commission to review annually the indemnities and allowances of members of the Assembly. Recommendations are reported to the Speaker for presentation to the Assembly.

The Commission also administers Part III of the **Municipal** Elections Act, providing for the registration of candidates at a local government election. Municipal candidates must also file audited campaign period statements of income and expenses. The Municipal Elections Act imposes limits on contributions and expenses and provides for a tax credit or rebate system.

ENVIRONMENTAL COMMISSIONER OF ONTARIO

1075 Bay St., Ste. 605
Toronto M5S 2B1
416-325-3377
1-800-701-6454 (Toll-free)
Fax 416-325-3370
OTHER LANGUAGES: French

The Environmental Commissioner of Ontario (ECO), an independent officer of the Legislative Assembly of Ontario, promotes the values, goals and purposes of the Environmental Bill of Rights (EBR) to improve the quality of Ontario's natural environment. The ECO monitors and reports on the application of the EBR, provides public education to facilitate Ontario residents' participation in environmental decision making, and reviews government accountability for environmental decision making.

FINANCE AND ADMINISTRATION DIVISION

Whitney Block
99 Wellesley St. W., 2nd Flr.
Toronto M7A 1A2
OTHER LANGUAGES: French
HOURS: 9:00-5:00

The Finance and Administration Division consists of the Office of the Controller, Finance Branch, Human Resources Branch, Legislative Information Systems Branch and Supply and Services Branch.

FINANCE BRANCH
Whitney Block
99 Wellesley St. W., 2nd Flr., Rm. 2630
Toronto M7A 1A6
416-325-9489
Fax 416-325-9521
OTHER LANGUAGES: French
HOURS: 8:30-4:45

The Finance Branch provides the Members of the Legislative Assembly, its executives and program managers with accounting services which include financial reporting, accounts payable, payroll, revenue and accounts receivable, and financial data processing. The branch offers financial planning and analysis services which include the coordination of annual resource allocation for estimates, management reporting, financial policy development and advice.

HUMAN RESOURCES BRANCH
Whitney Block
99 Wellesley St. W., 2nd Flr., Rm. 2540
Toronto M7A 1A2
416-325-3540
Fax 416-325-3573
HOURS: 8:00-5:00

The Human Resources Branch offers personnel services such as staffing, training and development, policies and administration, staff relations and counselling, policy development and establishment of classification, compensation, and benefits for offices of the Assembly. Benefits administration is also provided for MPPs and their staff, and all caucuses.

LEGISLATIVE INFORMATION SYSTEMS BRANCH
Whitney Block
99 Wellesley St. W., Rm. 2440
Toronto M7A 1A2
416-325-7000
Fax 416-325-3799
OTHER LANGUAGES: French
HOURS: 8:30-4:45/6:00

The Legislative Information Systems Branch (LIS) is responsible for providing information technology systems and support to Members, their support staff and other branches of the Assembly. Services include user training, hotline support, development and implementation of technology strategies, systems and network administration, hardware and software maintenance programs, and sytems security. The service is centered at Queen's Park and extends across the province to all Members' constituency offices.

OFFICE OF THE CONTROLLER
Whitney Block
99 Wellesley St. W., Rm. 2503
Toronto M7A 1A2
416-325-3567
OTHER LANGUAGES: French
HOURS: 9:00-5:00

The Controller is responsible for the overall direction and administration of financial, human resource, information systems and purchasing services for the Legislative Assembly. The secretariat to the Assembly's Board of Internal Economy is located in this office.

SUPPLY AND SERVICES BRANCH
Whitney Block
99 Wellesley St. W., 2nd Flr., Rm. 2420
Toronto M7A 1A2
416-325-7222
Fax 416-325-7236
HOURS: 8:30-5:00

Supply and Services Branch provides purchasing, central receiving and coordination of assets for the Legislative Assembly. The branch also coordinates all furniture, equipment and telephone requirements for constituency offices across Ontario.

GOVERNMENT CAUCUS OFFICE

Main Legislative Bldg.
Rm. 251
Queen's Park, Toronto M7A 1A8
416-325-7736
Fax 416-325-7739
OTHER LANGUAGES: French
HOURS: 9:00-5:00

The Progressive Conservative Party (**PC**) currently forms the Government of Ontario. Each PC Member of Provincial Parliament (MPP) is part of the Government **Caucus**. The Caucus deliberates policies and programs which will become part of legislation to be introduced in the Legislature. Specific committees are responsible for certain areas. The Caucus Office has a **Chief Whip** who looks after attendance in full Caucus, committee meetings and the Legislature, and keeps all Members informed on votes expected in the Legislature. In addition, to his/her Queen's Park office, each Progressive Conservative MPP has a local constituency office to serve the needs of the people that he or she represents.

INFORMATION AND PRIVACY COMMISSIONER/ONTARIO

80 Bloor St. W., Ste. 1700
Toronto M5S 2V1
416-325-7539 (TTY)
416-326-3333
1-800-387-0073 (Toll-free)
Fax 416-325-9195
Web address: http://www.ipc.on.ca
OTHER LANGUAGES: French
HOURS: 8:30-5:00

The Information and Privacy Commissioner (IPC) oversees the **Freedom of Information** and Protection of Privacy Act and the Municipal Freedom of Information and Protection of Privacy Act. These acts grant individuals the right of access to government-held records and the right to protection of personal information held by the government.

The office has two responsibilities: ensuring the public's right of access to government-held information; and protecting the individual's right of privacy, as it relates to personal information held by provincial and local government organizations. Anyone

not satisfied with a government decision about access to information may ask the IPC to review the government's decision. In addition, the IPC investigates complaints from individuals who feel the government has wrongfully collected, used, or disclosed their personal information.

The Commissioner reports directly to the Legislative Assembly.

LIBERAL PARTY CAUCUS OFFICE

Legislative Bldg.
Rm. 348
Queen's Park, Toronto M7A 1A4
416-325-7255
Fax 416-325-7219
HOURS: 9:00-5:00

The Liberal Party (LIB) is currently the Official Opposition to the Ontario Government. Each Member of Provincial Parliament (MPP) belonging to the LIB takes part in the LIB **Caucus**. The Caucus has a **Chief Whip** who looks after attendance in full Caucus, committee meetings and the Legislature, and keeps all members informed on votes expected in the Legislature. Each MPP has a constituency office to serve the needs of the people that he or she represents.

NEW DEMOCRATIC PARTY CAUCUS OFFICE

Legislative Bldg.
Rm. 200, N. Wing
Queen's Park, Toronto M7A 1A5
416-325-7116
Fax 416-325-7111
OTHER LANGUAGES: French
HOURS: 9:00-5:00

Each Member of Provincial Parliament (MPP) belonging to the New Democratic Party (**NDP**) is part of the NDP **Caucus**. The Caucus Office has a **Chief Whip** who looks after attendance in full Caucus, committee meetings and the Legislature, and keeps all Members informed on votes expected in the Legislature. Each MPP has a constituency office to serve the needs of the people that he or she represents.

OFFICE OF THE EXECUTIVE DIRECTOR ASSEMBLY SERVICES

Whitney Block
99 Wellesley St. W., Rm. 1603
Toronto M7A 1A2
416-325-3575
HOURS: 8:30-5:00

The Office of the Executive Director Assembly Services is responsible for the overall direction and administration of operational services associated with the Legislative Precinct. The service areas include Facilities Management, Renovation and Restoration, Food Services, Interparliamentary and Public Relations, Legislative Security/the Office of the Sergeant at Arms, Hair Dressing Services and Health Services.

BUILDING MANAGEMENT AND CONSERVATION BRANCH
Whitney Block
99 Wellesley St. W., Rm. 3540
Toronto M7A 1A2
416-325-3585
Fax 416-325-3593
HOURS: 8:30-5:00

The Building Management and Conservation Branch is responsible for building operations and maintenance for the Main Legislative Building, and the first three floors of the Whitney Block. The branch provides general building services which include interior design, repair, and telephone services. The branch is also responsible for heritage conservation and a long-term program to upgrade the Legislative Building. Plans include compliance with life and fire safety, and accessibility standards.

FOOD SERVICES BRANCH
Legislative Bldg.
Rm. B29e
Queen's Park, Toronto M7A 1A2
416-325-7395
OTHER LANGUAGES: French
HOURS: 7:00-4:00

Food Services Branch operates the **Legislative** Dining Room which offers **Members of Provincial Parliament (MPPs)**, staff and visitors, facilities for breakfasts, luncheons, dinners and receptions, a cafeteria for occupants of the Legislative Precinct and visitors, and **Steward Services** for the Dining Room and the **Press Gallery Lounge**. Catering services are provided throughout the Legislative Precinct. There are 2 Tuck Shops (Whitney Block and Leglislative Building) with a wide selection of products for staff and visitors.

INTERPARLIAMENTARY AND PUBLIC RELATIONS BRANCH
Legislative Bldg.
Rm. 191
Queen's Park, Toronto M7A 1A2
416-325-7500
Fax 416-325-7489
OTHER LANGUAGES: French
HOURS: 8:30-5:00

Interparliamentary and Public Relations conducts individual and group **tours** of the **Legislative** Building. Legislative information officers explain the history of the building, discuss the workings of Ontario's parliamentary system, and answer questions. Tours and information services are available in both French and English. **Art** and architecture tours of the Legislative Building can be booked upon request.

An information service for the visiting public is located at the main entrance to the Legislative Building. Staff answer enquiries and provide tourist information on attractions in Toronto and Ontario. A Legislative **Gift Shop** (and Visa accepted) is located in the main lobby of the Legislature, and features Ontario products, crafts and unique gifts.

Interparliamentary and Public Relations Branch is responsible for the Exhibits and Displays located in the Legislative Buildings.

Located in the basement of the Main Legislative Building, a Health Services provides first-aid and emergency response to all Members, staff and visiting public. Additional services include health education and wellness promotion. Health Services may be reached at 416-325-9988.

Interparliamentary and Public Relations provides assistance to the Speaker and Members of Provincial Parliament travelling outside Queen's Park as delegates of the Legislative Assembly. Programs are prepared and implemented for special guests and parliamentary delegations visiting the Assembly from other jurisdictions. This office also plans and coordinates many special events in the Legislative Building.

LEGISLATIVE SECURITY SERVICES BRANCH
Legislative Bldg.
Rm. 414, N. Wing
Queen's Park, Toronto M7A 1A2
416-325-7445
416-325-1111 emergency
Fax 416-325-7154
HOURS: 8:30-4:45

A full range of **security** services are provided to the **Legislative** Precinct by the Legislative Security Services Branch under the direction of the Sergeant at Arms. The Ontario Provincial Police and the Ontario Government Protective Service deliver these services under contract to the Assembly.

OFFICE OF THE EXECUTIVE DIRECTOR LEGISLATIVE LIBRARY

Legislative Bldg.
Queen's Park, Toronto M7A 1A9
416-325-3900
OTHER LANGUAGES: French
HOURS: 8:30-5:00

The Legislative Library provides reference and information services to **Members of Provincial Parliament (MPPs)** and staff, officers of the Legislative Assembly, caucus staff for the three parties, and members of the Legislative Press Gallery. A **research** service is offered exclusively for MPPs. The Library's collection includes extensive social science and legal materials; Canadian, provincial and United States government **publications**; and major daily and weekly Ontario **newspapers**. MPPs may obtain press clippings from selected newspapers through the Press Clipping Service.

The Checklist and Catalogue Service compiles a bilingual monthly checklist and annual catalogue of Ontario Government publications.

OFFICE OF THE INTEGRITY COMMISSIONER

101 Bloor St. W., Ste. 1301
Toronto M5S 2Z7
416-314-8983
Fax 416-314-8987
OTHER LANGUAGES: French
HOURS: 9:00-4:30

The Office of the Integrity Commissioner is responsible for ensuring all Members of the Legislative Assembly and Executive Council comply with the Members' Integrity Act, 1994. The Commissioner is also responsible for filing Members' public disclosure statements, which are available for public examination with the Clerk of the Legislative Assembly; and he has the right to conduct an inquiry and make a report. The Commissioner reports annually to the Speaker of the Assembly. Annual reports are available from Publications Ontario, 880 Bay St., Toronto.

OFFICE OF THE PROVINCIAL AUDITOR

20 Dundas St. W.
P. O. Box 105
Toronto M5G 2C2
416-327-2381
Fax 416-327-9862
OTHER LANGUAGES: French
HOURS: 8:15-5:00

The Office of the Provincial Auditor reports to the Legislative Assembly objective information and recommendations resulting from its independent audit activities of the government's programs, its Crown agencies and corporations. In doing so, the office assists the Legislature in holding the government and its administrators accountable for the quality of the administration's stewardship of public funds and for the achievement of value for money in government operations. The Annual Report of the Provincial Auditor may be obtained by personal shopping from Publications Ontario, 880 Bay St., Toronto, or through mail order at 416-326-5300.

OMBUDSMAN

125 Queen's Park
Toronto M5S 2C7
1-800-263-1830 (Toll-free)
416-586-3300
416-586-3510/3512 (TTY)
Fax 416-586-3485
1-800-387-2620 (French) (Toll-free)
OTHER LANGUAGES: French
HOURS: 8:30-5:00

The Ombudsman investigates and resolves public **complaints** about decisions or actions made by an Ontario government Ministry, Board, Agency, Tribunal or Commission. The services are free to the public. Reporting to the Legislature, the Ombudsman is

independent of political ties or governmental influences. The office does not act as an advocate for the public nor as a defender of the government. The process employed is non-adversarial and attempts to seek out mutually-satisfactory resolutions to problems. The Ombudsman administers the Ombudsman Act and presents an annual report to the Speaker of the Legislative Assembly.

308 Second St. S., Unit 12
Kenora P9N 1G4
807-468-2972 (TTY)
807-468-2851
1-800-417-3255 (Toll-free)
Fax 807-468-2853
OTHER LANGUAGES: French
HOURS: 8:00-4:00

920 Commissioners Rd. E.
London N5Z 3J1
519-668-0511
519-668-7182 (TTY)
1-800-519-9070 (Toll-free)
Fax 519-668-7187
HOURS: 8:00-5:00

450 Main St. W., Unit 2
North Bay P1B 2V2
705-476-4156 (TTY)
705-476-5800
1-800-895-3422 (Toll-free)
Fax 705-497-9931
OTHER LANGUAGES: French
HOURS: 8:30-4:45

227 Rideau St.
Ottawa K1N 5X8
613-789-7386 (TTY)
613-239-1487
1-800-721-9909 (Toll-free)
Fax 613-239-1489
OTHER LANGUAGES: French
HOURS: 9:00-5:00

143 Great Northern Rd., Unit 2
Sault Ste. Marie P6B 4Y9
705-945-6884 (TTY)
705-945-6914
1-800-303-8745 (Toll-free)
Fax 705-945-6916
OTHER LANGUAGES: French
HOURS: 9:00-5:00

66 Elm St., Ste. 108
Sudbury P3C 1R8
705-564-3116
705-670-0328 (TTY)
1-800-583-8218 (Toll-free)
Fax 705-564-3084
OTHER LANGUAGES: French
HOURS: 9:00-5:00

125 North Cumberland St.
Thunder Bay P7A 4M4
807-346-9130 (TTY)
807-345-9235
1-800-430-7663 (Toll-free)
Fax 807-345-0378
OTHER LANGUAGES: French
HOURS: 9:00-5:00

85 Pine St. S., Ste. 108
Timmins P4N 2C6
705-268-2885 (TTY)
705-268-2161
1-800-459-4660 (Toll-free)
Fax 705-268-8377
OTHER LANGUAGES: French
HOURS: 9:00-5:00

101 Tecumseh Rd. W.
Windsor N8X 1E8
519-973-1314
519-973-1401 (TTY)
1-800-592-1887 (Toll-free)
Fax 519-973-1317
OTHER LANGUAGES: French
HOURS: 8:30-5:00

ACTS

The Office of the Legislative Assembly is responsible for the Acts listed below.

Election Act
Election Finances Act
Legislative Assembly Act
Legislative Assembly Retirement Allowances Act
Members' Conflict of Interest Act
Ombudsman Act

MINISTRY OF AGRICULTURE, FOOD AND RURAL AFFAIRS

1 Stone Rd. W.
Guelph N1G 4Y2
519-826-3100
888-466-2372 (Toll-free)
OTHER LANGUAGES: **French**
HOURS: **8:00 - 5:00** 

The Ministry of Agriculture, Food and Rural Affairs is one of the oldest ministries in the Ontario government. Prior to the formation of the Ontario Department of Agriculture in 1888, agricultural administration in Upper Canada was handled by a Board of Agriculture, later named the Bureau of Agriculture. In 1965, the bureau was renamed first the Department of Agriculture and Food and then the Ministry of Agriculture and Food, to reflect its key role in the food production system. In March 1994, the ministry expanded its mandate to include rural community development and became the Ontario Ministry of Agriculture, Food and Rural Affairs.

The ministry is organized into these major areas: Office of the Minister; Office of the Deputy Minister; Agriculture and Rural Division; Corporate Services Division; Education, Research and Laboratories Division; Food Industry Division; and Policy and Farm Finance Division. All divisions are headed by an Assistant Deputy Minister and report to the Deputy Minister.

Agriculture and Rural Division has five components: Livestock Technology and East Region; Crop Technology and West Region; Business Development and Central Region; Resources and Planning and South Region; Rural Development and North Region.

Corporate Services Division has five branches: Human Resources, Audit and Investigation Services, Financial Management, Information Technology Services, and Administrative Services. It is also responsible for administering the Freedom of Information and Protection of Privacy Act.

Education, Research and Laboratories Division coordinates policy in the areas of agriculture and food research, education and laboratory services.

Food Industry Division has four branches: Food Industry Competitiveness; Market Development; Meat Industry Inspection; and Dairy, Fruit and Vegetable Industries Inspection.

Policy and Farm Finance Division has three branches: Policy Analysis, Policy and Program Coordination, and Farm Assistance Programs.

Agricorp, the Farm Products Marketing Commission, the Crop Insurance Commission and the Farm Products Appeal Tribunal are each headed by a chairperson who reports to the Minister.

The ministry's internet address is http://www.gov.on.ca/OMAFRA. Ministry employees and offices at 1 Stone Rd. W. in Guelph can be reached through a toll-free number: 1-888-466-2372 (1-888-4 OMAFRA).

DEPUTY MINISTER'S OFFICE

COMMUNICATIONS BRANCH
1 Stone Rd. W., 2nd Flr. NE
Guelph N1G 4Y2
519-826-4240
Fax 519-826-3262
OTHER LANGUAGES: French
HOURS: 8:00-5:00

The Communications Branch supports ministry programs and policies by providing information in English and French to the media and the public through news releases, radio and television, educational videotapes, films, publications and exhibits.

The branch recommends communications policies for the ministry, provides communications support to the Minister and Deputy Minister and advises other branches on communications strategies.

COMMUNICATIONS BRANCH
FRENCH LANGUAGE SERVICES
1 Stone Rd. W., 2nd Flr. NE
Guelph N1G 4Y2
519-826-3121
Fax 519-826-3242
OTHER LANGUAGES: French
HOURS: 8:30-4:30

The French Language Services coordinator provides guidance and assistance relating to the planning, effective delivery and monitoring of programs, activities and services in French, within the ministry's guidelines.

GROW ONTARIO INVESTMENT PROGRAM SECRETARIAT
1 Stone Rd. W., 4th Flr. NE
Guelph N1G 4Y2
519-826-3522
1-800-465-9912 (Toll-free)
Fax 519-826-3533
HOURS: 8:15 - 4:45

The Grow Ontario Investment Program Secretariat provides the client service as well as the technical and administrative support for the Grow Ontario Investment Program.

The program is a $15 million initiative designed to attract matching investment in the province's agriculture, food and rural economic sector to help the industry compete successfully at home and abroad.

Funding can be accessed by Ontario agriculture, food and rural sector groups or two or more businesses working together on a project.

Emphasis is placed on projects that build partnerships and encourage co-operation within the food production, processing and marketing chain or in the rural economy.

Applications for funding must be received by January 1997 with funding of approved projects continuing until 1999.

LEGAL SERVICES BRANCH
1 Stone Rd. W., 5th Flr.
Guelph N1G 4Y2
519-826-4250
519-826-4251
Fax 519-826-3385
HOURS: 8:30-5:00

The Legal Services Branch provides general legal services to the ministry, including interpretation of statutes and regulations, drafting legislation, preparation of orders in council, drafting of agreements and other legal documents, and offering legal opinions on a wide variety of matters. The branch also conducts prosecutions, assists in the conduct of civil litigation, represents the ministry before various tribunals and serves as counsel to a number of ministry boards.

AGRICULTURE AND RURAL DIVISION

1 Stone Rd. W., 3rd Flr.
Guelph N1G 4Y2
519-826-4553
Fax 519-826-3259
HOURS: 8:00-5:00

The Agriculture and Rural Division develops and delivers programs and services relating to the following priorities as outlined in the Ministry's Business Plan: Research and Technology Transfer, and Rural Economic Development. It encourages farmers, other agri-food industry members, and rural stakeholders to identify needs and opportunities, adopt new technologies and make sound business decisions. The division also helps organizations in rural Ontario develop leadership skills of members and provides them with support to develop strategic, program, and business plans.

The division is organized both by region and program area. Field service delivery is coordinated by twelve managers divided among five provincial regions. Centrally located managers are responsible for a wide range of programs in five areas: crops, livestock, business development, rural development, and resources and planning. Field staff, located in offices across the province, deliver information and services related to the five program areas.

BUSINESS DEVELOPMENT AND CENTRAL REGION
1 Stone Rd. W., 3rd Flr. SW
Guelph N1G 4Y2
519-826-4080
Fax 519-826-4342
OTHER LANGUAGES: French
HOURS: 8:15-4:30

Business Development provides support for business initiatives in both the agriculture and rural business sectors, including general extension programs, marketing, business planning, economic analysis, succession planning and project management for businesses. This area works with producers, lenders, accountants, lawyers and rural entrepreneurs.

The program also supports the field delivery of incentive and stabilization programs for farmers such as Net Income Stabilization Account (NISA) and agriculture finance initiatives. It also provides leadership in extension methodology and technology and assists in policy development relating to farm business management issues.

CROP TECHNOLOGY AND WESTERN REGION
1 Stone Rd. W., 3rd Flr.
Guelph N1G 4Y2
519-826-4090
Fax 519-826-3567
OTHER LANGUAGES: French
HOURS: 8:15-4:30

Crop **Technology** manages issues, policy and the development of technology to support information and advisory services across the province for commercial crop producers. The team focuses on field and **horticulture crops**, agroforestry, safe and effective use of **pesticides** and the Integrated Pest Management Program. Technology development stresses profitable, market-responsive crop production that respects good stewardship of farm land.

LIVESTOCK TECHNOLOGY AND EASTERN REGION
1 Stone Rd. W., 3rd Flr.
Guelph N1G 4Y2
519-826-4110
Fax 519-826-3254
HOURS: 8:15 - 4:30

Livestock Technology is responsible for dealing with policy issues relating to livestock management and the development of livestock technology. The technology-focused managers coordinate the delivery of animal and poultry extension programs across Ontario. Together with field services staff, the group promotes high quality livestock production through the use of genetics, **nutrition** and animal health improvement technology programs. Working with farmers, input suppliers and processing businesses, the technology managers respond to livestock issues and changing markets to support vibrant and profitable livestock farms in Ontario.

RESOURCES AND PLANNING AND SOUTHERN REGION
1 Stone Rd. W., 3rd Flr. SW
Guelph N1G 4Y2
519-826-4120
Fax 519-826-3567
OTHER LANGUAGES: French
HOURS: 8:15-4:30

Resources and Planning provides supporting expertise to the ministry, farm organizations, farmers and other agencies, in the areas of land use planning, engineering, **drainage**, farm implements, soil and **water** management, environmental issues, sludge and **waste** utilization, raw **milk** quality, grain financial protection, apiculture, animal care, weeds and plant health and planning and evaluation.

The Land Use Planning unit of Resources and Planning ensures that appropriate government planning policies are developed and implemented to protect Ontario's prime agricultural areas from competing or incompatible land uses. The unit reviews proposals and projects (submitted by private, municipal, and provincial proponents) for their impacts on agriculture and rural resources, and administers the Non-Resident Agricultural Land Interests Registration Act, which requires non-residents of Canada to register agricultural land interests of more than 25 acres. Rural planners are located in the ministry's field offices in Brighton, Fergus, and Kemptville.

Resources and Planning administers and supports **regulations** provided for under legislation and assists with related policy development for the following Acts: Abandoned Orchards, Agricultural Tile Drainage Installation, **Animals** for Research, Artificial Insemination of Livestock, Bees Act, Drainage, Farm Implements, Farm Practices Protection, Farm Products Grades and Sales Regulation 383 (Grain), Grain Elevators Storage, Livestock Branding, Livestock Medicines, Milk Act Regulation 761 (Milk and Milk Products), Pounds, Riding Horse Establishment, Tile Drainage, Topsoil Preservation, Weed Control.

RURAL DEVELOPMENT AND NORTHERN REGION
1 Stone Rd. W.
Guelph N1G 4Y2
519-826-4070
Fax 519-826-3259
OTHER LANGUAGES: French
HOURS: 8:15-4:30

Rural Development coordinates the Ministry's role in the 4-H, Master Gardener and Community Food Adviser volunteer programs, as well as ministry efforts to strengthen agricultural and rural organizations. Inter-ministy issues and the support of community economic development initiatives affecting rural Ontario are also coordinated by this team.

The Rural Development Program area focuses on rural development activities within the ministry and supports Rural Community Advisers (located in field offices) working with rural municipalities, community groups, rural organizations and economic development initiatives. The Rural Development Program area has three units: 1) Rural Advocacy - services in the form of liaison with other ministeries to ensure that rural communities are

considered and have access to government programs and services. In addition, sensitive rural issues at the regional and local levels are monitored and assessed in consideration of the needs of rural communities. 2) Community Economic Development - resources and expertise are provided to support community strategic planning, communications planning, information technology, economic and social analysis, capacity building, project evaluation and monitoring, and conflict resolution in rural communities. Participation in community development programs is another service provided by this unit.

3) Leadership and Organization Development Unit - coordinates the ministry's role in the 4-H, Master Gardener and Community Food Adviser volunteer programs. This unit also coordinates ministry efforts to strengthen agricultural and rural organizations through facilitation and consultation services. Organizations receive support to help them identify issues, set priorities and shape their responses. The unit's management team administers the Agricultural and Horticultural Organizations Act and arranges partnership agreements with provincial rural organizations. In addition, unit staff support the goals of rural economic development and encourages individuals and organizations to promote public appreciation of the agri-food industry and rural Ontario.

SERVICES DELIVERY - MINISTRY FIELD OFFICES

Field staff located across the province deliver programs in the areas of crop technology, livestock technology, business and rural development, as well as environmental sustainability and agricultural regulations.

Alfred Field Office
Alfred Regional Office
31 St. Paul St.
Postal Bag 20
Alfred K0B 1A0
613-679-4411
1-800-465-9974 (Toll-free)
Fax 613-679-0929
OTHER LANGUAGES: French
HOURS: 8:15 to 4:30

Duff's Corners Field Office
Fiddler's Green
1151 Hwy. 53 W., Box 81022
R. R. #1
Ancaster L9G 3K9
905-527-2995
1-800-461-6184 (Toll-free)
Fax 905-648-6817
HOURS: 8:30 - 4:30

Avonmore Field Office
Centennial Dr.
P. O. Box 97
Avonmore K0C 1C0
613-346-2143
1-800-267-1726 (Toll-free)
Fax 613-346-2689
OTHER LANGUAGES: French
HOURS: 8:30-4:30

Barrie Field Office
Cedar Hill Plaza
449 Dunlop St. W.
Barrie L4N 1C3
705-725-7288
1-800-461-9626 (Toll-free)
Fax 705-725-7296
OTHER LANGUAGES: French
HOURS: 8:30 - 4:30

Belleville Field Office
Bayview Mall
470 Dundas St.E.
Belleville K8N 1G1
613-968-5930
1-800-391-6624 (Toll-free)
Fax 613-962-6809
HOURS: 8:15 to 4:30

Brighton Field Office
95 Dundas St.
P. O. Box 8200
R. R. 3
Brighton K0K 1H0
613-475-1630
1-800-262-2885 (Toll-free)
Fax 613-475-3835
HOURS: 8:30-4:30

Chatham Field Office
Kent Count Municipal Bldg.
435 Grand Ave. W., 3rd Flr.
P. O. Box 726
Chatham N7M 5L1
519-354-2150
1-800-265-9477 (Toll-free)
Fax 519-354-8842
OTHER LANGUAGES: French
HOURS: 8:30-4:30

Clarksburg Research Station
11-13 Marsh St.
Clarksburg N0H 1J0
519-599-2042
Fax 519-599-5700
OTHER LANGUAGES: French
HOURS: 8:00 - 4:30

Clinton Field Office
100 Don St.
P. O. Box 159
Clinton N0M 1L0
519-482-3428
1-800-265-5170 (Toll-free)
Fax 519-482-5031
HOURS: 8:30-4:30

Delhi Research Station
Shafer Rd., North of Hwy. 3
P. O. Box 186
Delhi N4B 2W9
519-582-1950
Fax 519-582-4223
HOURS: 8:00 - 4:30

Dryden Field Office
28A Earl Ave.
Dryden P8N 1X5
807-223-2415
1-800-465-7213 (Toll-free)
Fax 807-223-8502
HOURS: 8:30-4:30

Emo Field Office
Front St.
P. O. Box 210
Emo P0W 1E0
807-482-2310
1-800-465-2917 (Toll-free)
Fax 807-482-2864
HOURS: 8:00-4:00

Essex Field Office
46 Fox St.
Essex N8M 2S2
519-776-7361
1-800-265-5836 (Toll-free)
Fax 519-776-8028
HOURS: 8:15-4:30

Fergus Field Office
Wellington Pl.
R. R. 1, County Rd. 18
Fergus N1M 2W3
519-846-0941
1-800-265-8332 (Toll-free)
Fax 519-846-8178
HOURS: 8:30-4:30

Georgetown Field Office
332 Guelph St.
Georgetown L7G 4B5
905-873-9930
1-800-361-6989 (Toll-free)
Fax 905-873-9934
OTHER LANGUAGES: French
HOURS: 8:30-4:30

Gore Bay Field Office
Corner of Meredith and Eleanor St.
P. O. Box 328
Gore Bay P0P 1H0
705-282-2043
1-800-463-8358 (Toll-free)
Fax 705-282-2792
HOURS: 8:15-4:30

Harrow Research Station
Hwy. 18
Harrow N0R 1G0
519-738-2251
Fax 519-738-2929
HOURS: 8:00 - 4:30

Huntsville Field Office
207 Main St. W.
P. O. Box 130
Huntsville P0A 1K0
705-789-8886
1-800-461-9676 (Toll-free)
Fax 705-789-1241
HOURS: 8:30-4:30

Kemptville Field Office
Ontario Govt. Bldg.
P. O. Box 2004
Kemptville K0G 1J0
613-258-8295
1-800-267-7953 (Toll-free)
Fax 613-258-8392
HOURS: 8:15-4:30

Kingston Field Office
1055 Princess St., Ste 203
P. O. Box 651
Kingston K7L 4X1
613-545-4360
1-800-293-7543 (Toll-free)
Fax 613-545-9147
HOURS: 8:30-4:30

Komoka Field Office
Kilworth Business Park
100 Enterprise Dr., Unit 7
R. R. 3
Komoka N0L 1R0
519-473-6480
1-800-265-4750 (Toll-free)
Fax 519-473-6431
HOURS: 8:30 - 4:30

Lindsay Field Office
322 Kent St. W.
Lindsay K9V 2Z9
705-324-6125
1-800-461-0329 (Toll-free)
Fax 705-324-1638
HOURS: 8:15-4:30

Markdale Field Office
181 Toronto St. S.
Markdale N0C 1H0
519-986-2040
1-800-265-9152 (Toll-free)
Fax 519-986-3014
HOURS: 8:30-4:30

Nepean Field Office
26 Thorncliff Pl.
Nepean K2H 6L2
613-828-9167
1-800-293-7542 (Toll-free)
Fax 613-828-6083
OTHER LANGUAGES: French
HOURS: 8:00-4:30

New Liskeard Field Office
Hwy. 11B N.
P. O. Box G
New Liskeard P0J 1P0
705-647-6701
1-800-461-8750 (Toll-free)
Fax 705-647-7993
OTHER LANGUAGES: French
HOURS: 8:15-4:30

Orangeville Field Office
Mono Plaza
Hwy. 10 N.
R. R. 4
Orangeville L9W 2Z1
519-941-3830
1-800-387-7359 (Toll-free)
Fax 519-941-5689
HOURS: 8:30-4:30

Perth Field Office
10 Sunset Blvd.
Perth K7H 2Y2
613-267-1063
1-800-663-5435 (Toll-free)
Fax 613-267-7928
HOURS: 8:15-4:30

Peterborough Field Office
55 George St. N.
Peterborough K9J 3G2
705-745-2403
888-596-5565 (Toll-free)
Fax 705-745-6657
HOURS: 8:15-4:30

Petrolia Field Office
4224 Oil Heritage Rd.
360 Hwy. 21
P. O. Box 730
Petrolia N0N 1R0
519-882-0180
1-800-265-1441 (Toll-free)
Fax 519-882-3406
HOURS: 8:30-4:30

Port Perry Field Office
60 VanEdward Dr., Unit 1
Port Perry L9L 1G3
905-985-2003
1-800-263-8023 (Toll-free)
Fax 905-985-9599
HOURS: 8:30-4:30

Renfrew Field Office
315 Raglan St. S.
Renfrew K7V 1R6
613-432-4841
1-800-267-8816 (Toll-free)
Fax 613-432-5260
HOURS: 8:15-4:30

Ridgetown Field Office
Main St. East
Ridgetown N0P 2C0
519-674-1500
Fax 519-674-1515
HOURS: 8:15 to 4:30

Sault Ste. Marie Field Office
Heritage Corner
341 Trunk Rd.
Sault Ste. Marie P6A 3S9
705-253-1161
1-800-461-2234 (Toll-free)
Fax 705-759-0329
HOURS: 8:30-4:30

Simcoe Field Office
Hwy. 3 and Blueline Rd.
P. O. Box 587
Simcoe N3Y 4N5
519-426-7120
1-800-316-6664 (Toll-free)
Fax 519-428-1142
HOURS: 8:30-4:30

Stratford Field Office
581 Huron St.
Stratford N5A 5T8
519-271-0280
1-800-265-8502 (Toll-free)
Fax 519-273-5278
HOURS: 8:30-4:30

Thunder Bay Field Office
335 Euclid Ave.
Thunder Bay P7E 6G6
807-475-1631
1-800-465-5026 (Toll-free)
Fax 807-475-1219
OTHER LANGUAGES: French
HOURS: 8:30-4:30

Verner Field Office
Caldwell Township Hall
P.O. Box 521, Hwy 64
Verner P0H 2M0
705-594-2312
1-800-461-6132 (Toll-free)
Fax 705-594-9675
HOURS: 8:15 to 4:30

Vineland Station Field Office
Advisory Services Bldg.
4890 Victoria Ave. N.
Vineland Station L0R 2E0
905-562-4147
1-800-263-2481 (Toll-free)
Fax 905-562-5933
HOURS: 8:30 - 4:30

Walkerton Field Office
220 Trillium Crt.
R. R. 3
Walkerton N0G 2V0
519-881-3301
1-800-265-3023 (Toll-free)
Fax 519-881-2739
HOURS: 8:30-4:30

Winchester Field Office
457 Main St.
P. O. Box 488
Winchester K0C 2K0
613-774-2313
1-800-267-7603 (Toll-free)
Fax 613-774-3283
OTHER LANGUAGES: French
HOURS: 8:30-4:30

Woodstock Field Office
Hwy. 59 N.
P. O. Box 666
Woodstock N4S 7Z5
519-537-6621
1-800-265-7896 (Toll-free)
Fax 519-539-5351
HOURS: 8:30-4:30

CORPORATE SERVICES DIVISION

1 Stone Rd. W., 2nd Flr. SW
Guelph N1G 4Y2
519-826-4551
Fax 519-826-3390
OTHER LANGUAGES: French
HOURS: 8:00-5:00

The Corporate Services Division provides a number of administrative support services to other ministry branches. The Corporate Services Division provides advice, assistance and financial, technical, and human resource expertise to ministry staff; develops functional administrative and human resources policies and procedures in conjunction with each ministry branch, and helps to introduce policies and ensure they are being followed; provides financial planning and audit services; administers information technology; provides accommodation and central administrative services such as mail, purchasing, fleet, accounting and payroll services; and maintains contacts with central government agencies.

ADMINISTRATIVE SERVICES BRANCH
1 Stone Rd. W., 2nd Flr.
Guelph N1G 4Y2
519-826-4587
Fax 519-826-4543
OTHER LANGUAGES: French
HOURS: 8:30-4:30

The Administrative Services Branch provides administrative and facility management services to the ministry, as well as relocation services.

Administrative services include records retention scheduling, file classification, forms management, mail distribution services, a publications warehouse, high-volume copying and automobile fleet management.

Facilities management services include property management, office accommodation, space management, asset management, special equipment installations and office furniture/equipment relocations, employee and building security, and employee relocations.

AUDIT AND INVESTIGATION SERVICES BRANCH
1 Stone Rd. W., 2nd Flr.
Guelph N1G 4Y2
519-826-3777
Fax 519-826-3776
OTHER LANGUAGES: French
HOURS: 8:30-4:30

There are three units within Audit and Investigation Services Branch: Audit Services, Freedom of Information & Privacy, and Investigation. The Audit Services Unit provides management with assurance and consultative advices to support the reasonable use of ministry resources, which is achieved by conducting financial, compliance, management and information systems audits. The Freedom of Information and Privacy (FOIP) Unit is responsible for the administration of the Freedom of Information and Protection of Privacy Act within the ministry and its affiliated agencies. The Investigation Unit provides a comprehensive investigation service to the ministry to ensure effective investigation and enforcement activity province-wide on statutes administrated by the ministry.

AUDIT AND INVESTIGATION SERVICES BRANCH
FREEDOM OF INFORMATION AND PRIVACY
1 Stone Rd. W., 2nd Flr.
Guelph N1G 4Y2
519-826-3822
Fax 519-826-3776
HOURS: 9:00-5:00

The Freedom of Information and Privacy coordinator provides advice and support on access and privacy matters related to the Freedom of Information and Protection of Privacy Act. This office responds to access requests, promotes compliance with the Act's privacy requirements, reviews ministry forms and provides training for ministry employees.

The coordinator also helps members of the public make requests for general records and personal information held by the ministry or its affiliated agencies.

AUDIT AND INVESTIGATION SERVICES BRANCH
INVESTIGATION UNIT
1 Stone Rd. W., 2nd Flr.
Guelph N1G 4Y2
519-826-3791
Fax 519-826-3776
HOURS: 8:30-4:30

The Investigation Unit provides a comprehensive investigation service to the ministry and its clients to ensure effective investigation and enforcement activity province-wide on statutes administered by the ministry.

FINANCIAL MANAGEMENT BRANCH
1 Stone Rd. W., 2nd Flr. SW
Guelph N1G 4Y2
519-826-3183
Fax 519-826-3264
HOURS: 8:00-4:30

The Financial Management Branch is responsible for financial planning and operations.

The Financial Planning section offers financial and management support at the corporate level for business planning and estimates preparation, preparation and management of budget requests, as well as the financial management and accountability processes. The section also functions as a liaison with Management Board of Cabinet, Ministry of Finance and other ministries on financial and administrative matters.

The Financial Information and Control section is responsible for the preparation of monthly and ad hoc financial reports, analysis of expenditures, monitoring of budgets, preparation of in-year budget adjustments and control of ministry appropriations.

The Financial Operations section provides financial processing, reconciliation, controllership aid, purchasing services and policy coordination.

HUMAN RESOURCES BRANCH
1 Stone Rd. W., 2nd Flr. SE
Guelph N1G 4Y2
519-826-4140
Fax 519-826-3160
HOURS: 8:15-4:30

The Human Resources Branch is responsible for the establishment of ministry human resources policies and procedures, management information, appropriate classification and compensation levels for all employees, benefits counselling, occupational health and safety, human resources planning, staff relations, personnel, payroll and employee benefit records, all matters affecting working conditions and performance including coordination of the redeployment program and support of surplus employees. The branch works mainly in an advisory capacity with senior management and all line managers whose

primary task is human resources matters within the units. It also serves as a liaison with the Management Board Secretariat and Ontario public service employees' bargaining agents.

INFORMATION TECHNOLOGY SERVICES
1 Stone Rd. W., 2nd Flr. NW
GUELPH N1G 4Y2
519-826-3599
Fax 519-826-3447
OTHER LANGUAGES: French
HOURS: 8:30-4:30

The Information Technology Services Branch provides information technology and telephone services to all programs in the Ministry of Agriculture, Food and Rural Affairs. It manages the development and maintenance of new systems and business applications. The branch provides analysis, design and implementation services for network, telephone, and office automation systems, coordinates the purchase and implementation of telecommunications systems and manages changes to the ministry information, technology, and applications architecture.

EDUCATION, RESEARCH AND LABORATORIES DIVISION

1 Stone Rd. W.
Guelph N1G 4Y2
519-826-4554
Fax 519-826-4211
Fax 519-826-4222
HOURS: 8:30-5:00

The Education, **Research** and Laboratories Division head office coordinates policy in the areas of agriculture and food research, education and laboratory services. As of March 31, 1997, the Colleges of Agricultural Technology at Alfred, Kemptville and Ridgetown, the Horticultural Research Institute at Vineland, Simcoe and Kettleby (Muck Station), the Agricultural and Food Laboratory Services Branch were divested to the University of Guelph. The Ontario Agricultural Museum closed as a government facility as of March 31, 1997. The division office continues to administer an enhanced agreement with the University of Guelph that includes provision for agri-food research, education and laboratory programs and the operation of nineteen research field stations. It provides administrative support to the Agricultural Research Institute of Ontario (ARIO), including publication of the Agri-food Research in Ontario magazine and the ARIO Annual report. The office also provides support to the Ontario Agricultural Services Coordinating Committee. A registry of all ministry-funded research projects is maintained, competitions for special research programs are conducted and program activity is monitored. The office also provides administrative support to the Assistant Deputy Minister. Records of divested branches, up to and including March 31, 1997, will be retained according to existing government retention schedules.

SAFETY RESPONSE UNIT
1 Stone Rd. W.
Guelph N1G 4Y2
519-826-4175
For emergencies call:
519-763-6778
Fax 519-767-6300
HOURS: 8:30 - 4:30

Safety Response Unit coordinates the ministry's emergency response for food quality and safety issues on a 24 hour basis. The unit also deals with other agriculturally related issues after regular office hours.

FOOD INDUSTRY DIVISION

1 Stone Rd. W., 5th Flr.
Guelph N1G 4Y2
519-826-4304
Fax 519-826-4416
HOURS: 8:30-4:30

The **Food** Industry Division serves as the "single window" to government for the food industry, including producers, processors, retailers and food service. The division is responsible for ensuring the implementation of the long-term food processing development strategy and for the development of a comprehensive provincial food regulatory strategy. It is responsible for expanding Ontario food and agricultural sales in export and domestic markets, and providing support to the processing industry through client advocacy, joint ventures and investor attraction. The wholesomeness of food products is ensured through the regular inspection of food products at food processing plants and other points in the distribution chain. Quality assurance is maintained through the enforcement of grade **standards** and the financial interests of **livestock** producers are protected through a financial protection program. The Food Industry Division is comprised of the Food Safety and Quality Coordination unit and four branches: Food Industry Competitiveness; Market Development; Dairy, Fruit and Vegetable Industries Inspection and Meat Industries Inspection.

DAIRY, FRUIT AND VEGETABLE INDUSTRIES INSPECTION BRANCH
1 Stone Rd. W., 5th Flr.
Guelph N1G 4Y2
519-826-4220
Fax 519-826-4375
HOURS: 8:30-4:30

The **Dairy**, **Fruit** and Vegetable Industries **Inspection** Branch regulates the inspection and grading of 25 fruits and **vegetables**. The branch offers technical support to growers and producers; informs the public about marketing and sales **standards** of fruit, vegetables, honey and maple products; and, through a third party grading program, maintains orderly marketing between producers and processors through enforcement of marketing board quality standards.

Additional responsibilities include licensing operators of controlled-atmosphere storages, packers of apples from such storages and dealers in fruit and vegetables. The branch also undertakes programs to ensure that **milk** marketed in Ontario is produced under acceptable sanitary conditions and meets health, safety and quality standards. Responsibilities include licensing, training and inspecting milk and cream graders and testers; licensing, regulating and inspecting plants manufacturing milk products, **margarine** and edible oils; licensing and regulation of all distributors of fluid milk products. For more information, contact this branch or the ministry's field services offices.

FOOD INDUSTRY COMPETITIVENESS BRANCH
1 Stone Rd. W., 5th Flr.
Guelph N1G 4Y2
519-826-4210
Fax 519-826-4333
OTHER LANGUAGES: French
HOURS: 8:00-5:00

The **Food** Industry Competitiveness Branch consists of two units. The Client Account Unit provides a "one-window" source of information on programs and services available to assist clients to improve their competitiveness and sustain investment. It also advocates on behalf of Ontario's food processing industry within government to promote a favourable business climate. The Investment Development Unit supports existing and new food processing client's investment needs. The Client Account Unit advises food processing companies, marketing co-ops, grocery retailers and food service businesses on research and development, capital access, training, sourcing suppliers and building partnerships. Services are provided through a system of client account management whereby individual officers have specific, sectoral and client assignment. The Investment Development Unit focuses on providing expertise in the areas of producer/processor, research and training, financing, and business climate factors.

FOOD SAFETY AND QUALITY COORDINATION UNIT
1 Stone Rd. W., 5th Flr.
Guelph N1G 4Y2
519-826-4415
Fax 519-826-4416
HOURS: 8:30-4:30

The Food Safety and Quality Coordination Unit's role is to monitor, advise and coordinate policy and program development in a coordinated approach with other ministries, and to provide a strategic and dynamic food inspection environment in Ontario and Canada that maintains and enhances industry competitiveness and consumer confidence in food produced and marketed in Ontario.

The unit is coordinating the development and implementation of a provincial food safety and quality strategy, within the framework of a national initiative to develop a Canadian food inspection system, that will provide a coordinated approach to food safety, quality, regulation and trade standards.

MARKET DEVELOPMENT BRANCH
1 Stone Rd. W., 5th Flr. S
Guelph N1G 4Y2
519-826-4210
1-888-466-2372 (Toll-free)
OTHER LANGUAGES: French
HOURS: 8:30-4:45

Domestic and Export Unit programs of the Market Development Branch are designed to develop and expand domestic and **international** markets for Ontario-produced fresh or processed agricultural and **food** products. International market development is accomplished via export missions, trade promotion programs, incoming trade delegations and the provision of market intelligence to Ontario producers/processors.

The Domestic Section manages "Foodland Ontario", an **advertising** and promotion program for domestic market development. The program includes public relations, retail merchandising, market research and consumer advertising.

MEAT INDUSTRY INSPECTION BRANCH
1 Stone Rd. W., 5th Flr.
Guelph N1G 4Y2
519-826-4220
1-888-466-2372 (Toll-free)
Fax 519-826-4334
HOURS: 8:30-4:30

The **Meat** Industry **Inspection** Branch administers the following Acts: the Meat Inspection Act (licensing and inspection of red meat and **poultry slaughtering plants**), the **Livestock** Community Sales Act (licensing and inspection of livestock community sales), the Livestock and Livestock Products Act (licensing livestock dealers under the **Beef** Cattle Financial Protection Program and administering the regulations pertaining to eggs), the Farm Products Payments Act, the Beef Cattle Marketing Act (providing for the licence fee for the Ontario Cattlemen's Association, regulating the marketing of sale weight beef carcasses and live weight cattle), the Farm Products Grades and Sales Act (related to the grades of beef, veal, lamb, mutton and poultry), the Dead Animal Disposal Act (to ensure proper handling and disposal of dead stock). The branch evaluates financial responsibility of the licensed applicants for the Beef Cattle Financial Protection Programs. The branch also provides services to the Livestock Financial Protection Board in collection of fees and paying claims.

POLICY AND FARM FINANCE DIVISION

1 Stone Rd. W., 2nd Flr.
Guelph N1G 4Y2
519-826-4551
Fax 519-826-3492
HOURS: 8:30-4:30

The Policy and Farm Finance Division provides the ministry, government and industry with interpretive agricultural economic information. It coordinates and analyses agriculture and food policy developments in the federal and provincial arenas, and

provides a range of publications for media and the industry. This division is also responsible for the administration of financial assistance, incentive programs and insurance protection to farmers. It is also the Ontario liaison for the federally delivered Net Income Stabilization Account (NISA) Program. The division is made up of three branches: Policy Analysis Branch, Policy and Program Coordination Branch and Farm Assistance Programs Branch. (Crop insurance and market revenue programs, formerly adminstered by the Crop Insurance and Stabilization Branch of this division, are now provided by AgriCorp -see listing under Agencies.)

FARM ASSISTANCE PROGRAMS BRANCH
1 Stone Rd. W., 2nd Flr.
Guelph N1G 4Y2
519-826-3100
Fax 519-826-3492

90 Sheppard Ave. E., 6th Flr.
Toronto M6N 6W5
416-326-3492
Fax 416-326-3507
OTHER LANGUAGES: French
HOURS: 8:30-4:30

The Farm Assistance Programs Branch is responsible for the administration of farm **financial assistance** programs, development of new programs and the review of existing programs. It provides information about financial policies and financial assistance programs in **agriculture**.

The branch administers the following programs: Artificial Insemination of Livestock Act; Bear Damage to Livestock Compensation Program; Damage to Honey Bees by Bears; Farm Plus Plan (Rural Loan Pool); Grants in Lieu of Taxes; Grants to Local Poultry Associations; Hunter Damage Compensation Act; Livestock, Poultry and Honey Bee Protection Act; Ontario Farm Start Program; Ontario Junior Farmer Establishment Loan Corporation; Professional Services Assistance Program; Purebred Beef Cattle Sales Assistance Policy; Purebred Dairy Cattle Sales Assistance Policy; Purebred Sheep Sales Assistance Policy; Rabies Indemnification Program; Sheep and Bull Indemnification Program; Special Livestock Shows Assistance Program 1979 (Commercial); Swine Sales Assistance Policy; and Transportation of Livestock Exhibits Assistance Program.

The branch also administers the Ontario Farm Tax Rebate Program and the Farm Registration and Farm Organizations Funding Act.

For further information such as eligibility criteria, the application process and management of these programs, contact the local Ministry of Agriculture, Food and Rural Affairs field office.

POLICY ANALYSIS BRANCH
1 Stone Rd. W., 2nd Flr.
Guelph N1G 4Y2
519-826-4010
Fax 519-826-3492
OTHER LANGUAGES: French
HOURS: 8:30-4:30

The Policy Analysis Branch serves the ministry, government committees and the agricultural industry (marketing boards, companies, administrative bodies, farmers and the public) by assembling and interpreting agricultural economic information. The branch coordinates and analyses **agriculture** and food policy developments and provides direct support to the Minister and Deputy Minister on policy initiatives.

The branch also gathers and publishes a wide range of agricultural **statistics** and monitors economic developments in the industries supplying input to agriculture, industries processing farm commodities and the sectors delivering commodities to consumers.

POLICY AND PROGRAM COORDINATION BRANCH
1 Stone Road West, 2nd Flr.
Guelph N1G 4Y2
519-826-3252
Fax 519-826-3492

77 Grenville St., 10th Flr.
Toronto M5S 1B3
416-326-3206
Fax 416-326-9892
OTHER LANGUAGES: French
HOURS: 8:30-4:30

The Policy and Program Coordination Branch expedites the legislative and policy process of the ministry. It provides focus for policy and program development, giving guidance and policy coordination to the ministry, government and industry.

Research and analysis of international and interprovincial trade policies and agreements, intergovernmental relations and strategic planning are also key responsibilities. The branch also coordinates the Environmental Bill of Rights activities within the ministry and supports the ministry's internal decision making processes.

AGENCIES

AGRICORP
Box 3660
Station Central
Guelph N1H 8M4
519-826-3276
Fax 519-826-4118
OTHER LANGUAGES: French
HOURS: 8:30-4:30

Agricorp is a crown corporation that administers Crop **Insurance** and Market Revenue programs to provide farmers with protection against weather **disasters** to their **crops** and income protection during times of low prices. Crop insurance is available to Ontario farmers to protect more than 50 commercially grown crops against natural hazards. The Crop Insurance Commission administers the Crop Insurance Act.

Agricorp also administers Market Revenue Insurance which provides financial assistance to grains and oilseed crop producers during periods of low prices.

Ancaster Field Office
R. R. 1, 617 Hwy. 53 E.
Ancaster L9G 3K9
905-527-2995

Avonmore Field Office
P.O. Box 97
Avonmore K0C 1C0
613-346-2143

Brighton Field Office
95 Dundas St.
R.R. #3
Brighton K0K 1H0
613-475-1630

Clinton Field Office
P. O. Box 159
100 Don St.
Clinton N0M 1L0
519-482-3428

EMO Field Office
Front St.
P.O. Box 210
Emo P0W 1E0
807-482-2310

Essex Field Office
46 Fox St.
Essex N8M 2S2
519-776-7361

Komoka Field Office
100 Enterprise Dr., Unit 6
R.R.3
Komoka N0L 1R0
519-473-6480

Orangeville Field Office
Mono Plaza
Hwy. 10 N.
R. R. 4
Orangeville L9W 2Z1
519-941-3830
If long distance ask operator for Zenith
Zenith 98750 (Toll-free)
HOURS: 8:30 - 4:30

Perth Field Office
10 Sunset Blvd.
Perth K7H 2Y2
613-267-1063
If long distance ask operator for Zenith
33440 (Toll-free)

Petrolia Field Office
Hwy. 21
P. O. Box 730
Petrolia N0N 1R0
519-882-0180

Port Perry Field Office
60 VanEdward Dr.
Port Perry L9L 1G3
905-985-2003

Ridgetown Field Office
Ridgetown College of Agricultural Technology
Ridgetown N0P 2C0
519-674-1590

Simcoe Field Office
P. O. Box 587
Simcoe N3Y 4N5
519-426-7120

Stratford Field Office
581 Huron St., 2nd Flr.
Stratford N5A 5T8
519-271-0280
1-800-265-8502 (Toll-free)

Vineland Station Field Office
Advisory Services Bldg.
Vineland Station L0R 2E0
905-562-4147

Walkerton Field Office
220 Trillium Court
Walkerton N0G 2V0
519-881-3301

AGRICULTURAL REHABILITATION AND DEVELOPMENT DIRECTORATE
1 Stone Rd. W., 2nd Flr
Guelph N1G 4Y2
519-826-3493
Fax 519-826-3492
OTHER LANGUAGES: French
HOURS: 8:15-4:30

The Agricultural Rehabilitation and Development Directorate maintains projects undertaken jointly with the federal government under the Agricultural Rehabilitation and Development Act.

AGRICULTURAL RESEARCH INSTITUTE OF ONTARIO
1 Stone Rd. W.
Guelph N1G 4Y2
519-826-4165
Fax 519-826-4222
OTHER LANGUAGES: French
HOURS: 8:30-4:30

The Agricultural **Research** Institute of Ontario (ARIO) is an agency of the Ministry of **Agriculture**, Food and Rural Affairs. It reports directly to the Minister and is made up of up to 15 members recognized as leaders in the agri-food industry.

The role of ARIO is to (1) inquire into programs of research with respect to agriculture, **veterinary** medicine and consumer studies; (2) select and recommend areas of research for the betterment of agriculture, veterinary medicine and consumer studies; and (3) stimulate interest in research as a means of developing a high degree of efficiency in the production and marketing of agricultural products in Ontario.

Administrative support is provided by staff of the Education, Research and Laboratories Division Office, reporting to the Assistant Deputy Minister.

BEGINNING FARMER ASSISTANCE PROGRAM REVIEW COMMITTEE
1 Stone Rd. W.
Guelph N1G 4Y2
519-826-3433
Fax 519-826-4232
HOURS: 8:30-4:30

The Beginning Farmer Assistance Program Review Committee provides applicants denied assistance under the Beginning Farmer Assistance and Ontario Farm-Start Programs with an avenue of appeal.

CROP INSURANCE COMMISSION OF ONTARIO
1 Stone Rd. W.
Guelph N1G 4Y2
519-826-3276
HOURS: 8:30-4:30

The Crop **Insurance** Commission of Ontario makes available to Ontario farmers insurance plans to protect more than 50 commercially grown **crops** against natural hazards. The commission administers the Crop Insurance Act.

Generally, losses are determined in relation to a normal yield, with a deductible in effect. Eligible losses are based on market prices.

The plans are based on premiums. Producers pay half the premium cost and the federal and provincial governments share equally the other 50%. Premiums are set so each plan will be actuarially sound. Each government shares equally the administrative costs.

EGG FUND BOARD
1 Stone Rd. W.
Guelph N1G 4Y2
519-826-3395
OTHER LANGUAGES: French
HOURS: 8:30-4:30

The Egg Fund Board is a producer-protection fund that ensures payment to egg producers when a grading station defaults on its payment for eggs purchased from producers.

FARM ORGANIZATIONS ACCREDITATION TRIBUNAL
c/o Farm Products Appeal Tribunal
1 Stone Rd. W.
Guelph N1G 4Y2
519-826-3433
Fax 519-826-4232
OTHER LANGUAGES: French
HOURS: 8:15-4:30

The Farm Organizations Accreditation Tribunal was established by the Farm Registration and Farm Organizations Funding Act. The mandate includes accrediting general farm organizations for inclusion in the funding mechanism, determining eligibility of **francophone** organizations for special funding and deciding on applications for religious exemptions from the registration and fee requirements.

FARM PRACTICES PROTECTION BOARD
1 Stone Rd. W.
Guelph N1G 4Y2
519-826-3560
Fax 519-826-3259
HOURS: 8:30-4:30

The Farm Practices Protection Act is legislation which provides protection for persons engaged in agricultural operations from claims of nuisance in respect to odour, noise or dust if they arise from a "normal farm practice". The legislation establishes the Farm Practices Protection Board as a mechanism to hear complaints and define "normal farm practice".

FARM PRODUCTS APPEAL TRIBUNAL
1 Stone Rd. W.
Guelph N1G 4Y2
519-826-3433
Fax 519-826-4232
HOURS: 8:30-4:30

Constituted under section 16 of the Ministry of Agriculture and Food Act, the Farm Products Appeal Tribunal provides an independent, accessible avenue of appeal in matters relating to the Ontario Farm Products Marketing Act and the Milk Act. The tribunal also serves as a Licence Review Board under the Milk Act, the Farm Products Marketing Act, the Edible Oil Products Act and the **Oleomargarine** Act, the Agricultural Tile Drainage Installation Act, the Animals for Research Act, the Artificial Insemination of Livestock Act, the Beef Cattle Marketing Act, the Dead Animal Disposal Act, the Farm Products Grades and Sales Act, the Grain Elevator Storage Act, the Livestock Community Sales Act, the Livestock and Livestock Products Act, the Livestock Medicines Act, the Meat Inspection Act, the Plant Diseases Act and the Riding Horse Establishment Act. The tribunal is the arbitrator of contract disputes under the Farm Products Grades and Sales Act and hears applications relating to the conduct of members of marketing boards under the Commodity Board Members' Act.

Under farm products marketing legislation, extensive regulatory powers are given to producer boards. The tribunal was originally established to make an impartial appeal mechanism readily available to any person who feels aggrieved by decisions of the boards, the Farm Products Marketing Commission or a director appointed under the Farm Products Marketing Act or the Milk Act. Arbitration of contract disputes under the Farm Products Grades and Sales Act and review of licensing decisions under several Acts have been added to the original mandate.

The tribunal reports to the Minister of Agriculture, Food and Rural Affairs and functions as a quasi-judicial tribunal independent of ministry or other government branches. The members of the tribunal are appointed by the Lieutenant-Governor-in-Council and are drawn from across the province. They represent varied backgrounds and expertise in areas relating to agricultural production, marketing and consumer interests.

FARM TAX REBATE APPEAL BOARD
1 Stone Rd. W.
Guelph N1G 4Y2
519-826-3433
Fax 519-826-4232
HOURS: 8:30-4:30

The Farm Tax Rebate Appeal Board provides an owner of farm property with an independent avenue of appeal when denied a rebate under the Farm Tax Rebate Program.

GRAIN FINANCIAL PROTECTION BOARD
1 Stone Rd. W.
Guelph N1G 4Y2
519-826-3405
OTHER LANGUAGES: French
HOURS: 8:30-4:30

The Grain Financial Protection Board collects fees, administers the fund and approves claims made against the fund set up under the Grain Financial Protection Program (Farm Products Payment Act, R.S.O. 1990; O. Reg. 651/94) to protect producers in the event a licensed dealer defaults on payment or a licensed grain elevator operator defaults on storage.

LIVESTOCK FINANCIAL PROTECTION BOARD
1 Stone Rd. W.
Guelph N1G 4Y2
519-826-3405
OTHER LANGUAGES: French
HOURS: 8:30-4:30

The Livestock Financial Protection Board collects fees, administers the fund and approves claims made against the fund set up under Livestock Financial Protection Program (Farm Products Payment Act, R.S.O. 1990; O. Reg. 560/93) to protect producers in the event a licensed dealer defaults on payment.

LIVESTOCK MEDICINES ADVISORY COMMITTEE
1 Stone Rd. W.
Guelph N1G 4Y2
519-826-3555
Fax 519-826-3259
HOURS: 8:00-5:00

The **Livestock** Medicines Advisory Committee reviews all legislation and regulations pertaining to livestock medicines. The committee makes recommendations to the Minister on the sale, control, regulation and description of livestock medicines, as well as proper maintenance, handling and storage standards.

ONTARIO CROP INSURANCE APPEAL BOARD
1 Stone Rd. W.
Guelph N1G 4Y2
519-826-3433
Fax 519-826-4232
HOURS: 8:30-4:30

The Ontario Crop Insurance Appeal Board hears appeals on claim disputes under the Crop Insurance Program.

ONTARIO DRAINAGE TRIBUNAL
1 Stone Rd. W.
Guelph N1G 4Y2
519-826-3433
Fax 519-826-4232
OTHER LANGUAGES: French
HOURS: 8:30-4:30

The Drainage Tribunal is established under the Drainage Act to deal with appeals concerning the financial and technical aspects of projects initiated under the Drainage Act. It does not have any authority to hear appeals on any drainage disputes between landowners outside the Act. Landowners involved in a drainage project under the Drainage Act may file an appeal with the clerk of their local municipality, who forwards it to the tribunal.

ONTARIO FARM IMPLEMENTS BOARD
1 Stone Rd. W.
Guelph N1G 4Y2
519-826-3549
Fax 519-826-3259
HOURS: 8:30-4:45

The Ontario Farm Implements Board administers the Farm Implements Act and resolves disputes regarding the sale, repair and safety of farm machinery. Provision is also made for the supply of emergency parts and for the return or replacement of defective farm implements. The board's main functions include the **registration** of dealers and distributors of farm implements; the mediation of disputes between purchasers, dealers

and distributors; and the supervision of safety measures relating to farm implements. **Publications** available are The Farm Implements Act for Producers, Dealers and Distributors, Questions and Answers (farmers).

ONTARIO FARM PRODUCTS MARKETING COMMISSION
1 Stone Rd. W., 5th Flr
Guelph N1G 4Y2
519-826-4210
Fax 519-826-3400
OTHER LANGUAGES: French
HOURS: 8:30-4:30

The Ontario Farm Products Marketing Commission administers the Farm Products Marketing Act and the **Milk** Act. Responsibilities include supervising the marketing boards established under the two Acts. The Farm Products Marketing Act provides for commodity regulation under 23 marketing plans; each plan is administered by a producer marketing board. Regulations under the Act also require the licensing of processors of regulated **commodities** (e.g., vegetables, grapes, tender fruit, potatoes, apples, asparagus and seed corn dealers). The Milk Act provides authority to the Dairy Farmers of Ontario.

ONTARIO FOOD TERMINAL BOARD
165 The Queensway
Etobicoke M8Y 1H8
416-259-5479
Fax 416-259-4303
HOURS: 8:30-4:00

The board operates the Ontario **Food** Terminal, a wholesale fresh **fruit** and produce market with cold storage facilities, which serves Ontario growers. It plays a major role in the orderly marketing of fruit and **vegetables** in Ontario.

ONTARIO JUNIOR FARMER ESTABLISHMENT LOAN CORPORATION
1 Stone Rd. W., 2nd Flr
Guelph N1G 4Y2
519-826-3711
Fax 519-826-3492
OTHER LANGUAGES: French
HOURS: 8:15-4:30

The Ontario Junior Farmer Establishment Loan Corporation's Board of Directors approves the administrative policies for the operation of the corporation. The corporation's main purpose is the management of its mortgage portfolio.

ONTARIO STOCK YARDS BOARD
P.O. Box 3660
Station Central
Guelph N1H 8M4
519-826-4108
HOURS: 8:30-4:30

Operating under the **Stock Yards** Act, the Ontario Stock Yards Board is currently redeveloping and leasing the site of the former Toronto Stockyards for the benefit of livestock associations in Ontario.

ACTS

The Ministry of Agriculture, Food and Rural Affairs is responsible for the Acts listed below.

Abandoned Orchards Act
AgriCorp Act, 1996
Agricultural and Horticultural Organizations Act
Agricultural Rehabilitation and Development Act (Ontario)
Agricultural Research Institute of Ontario Act
Agricultural Tile Drainage Installation Act
Animals for Research Act
Artificial Insemination of Livestock Act
Beef Cattle Marketing Act
Bees Act
Commodity Board Members Act
Commodity Boards and Marketing Agencies Act
Crop Insurance Act Ontario
Dead Animal Disposal Act
Drainage Act
Edible Oil Products Act
Farm Implements Act
Farm Income Stabilization Act
Farm Practices Protection Act
Farm Products Containers Act
Farm Products Grades and Sales Act
Farm Products Marketing Act
Farm Products Payments Act
Farm Registration and Farm Organizations Funding Act
Fur Farms Act
Grain Corn Marketing Act
Grain Elevator Storage Act
Hunter Damage Compensation Act
Junior Farmers Establishment Act
Livestock and Livestock Products Act
Livestock Branding Act

Livestock Community Sales Act
Livestock Medicines Act
Livestock, Poultry and Honey Bee Protection Act
Meat Inspection Act (Ontario)
Milk Act
Ministry of Agriculture and Food Act
Nonresident Agricultural Land Interests Registration Act
Oleomargarine Act
Ontario Agricultural Museum Act
Ontario Food Terminal Act
Plant Diseases Act
Pounds Act
Riding Horse Establishments Act
Sheep and Wool Marketing Act
Stock Yards Act
Tile Drainage Act
Topsoil Preservation Act
Veterinarians Act
Weed Control Act

MINISTRY OF THE ATTORNEY GENERAL

720 Bay St.
Toronto M5G 2K1

The Attorney General is given a wide range of powers. A number of the duties of the office have been set out specifically by Ontario statute. The Ministry of the Attorney General Act provides for the Attorney General, as the law officer of the Executive Council, to ensure that administration of public affairs is in accordance with the law; superintend all matters connected with the administration of justice in Ontario; perform the duties and hold the powers that belong to the Attorney General and Solicitor General of England by law or usage, so far as those duties and powers are applicable to Ontario; advise the government and superintend all matters of a legislative nature; advise heads and departments and agencies of government in their legal matters; and conduct and regulate all litigation for and against the Crown.

The Federal Minister of Justice for Canada has legislative authority for the substantive areas of criminal law and procedure, and asserts some independent right to prosecute certain classes of offences. The provincial Attorneys General of Canada have paramount responsibility to superintend all aspects of the administration of justice.

DEPUTY ATTORNEY GENERAL

PUBLIC EDUCATION AND COMMUNITY RELATIONS
720 Bay St., Main Flr.
Toronto M5G 2K1
416-326-2220
416-326-4012 (TTY)
416-326-2220 (French)
Fax 416-326-4007
OTHER LANGUAGES: French
HOURS: 9:00-4:30

The Public Education and Community Relations branch provides information, establishes communications policy for the ministry; and provides communications counsel and support to ministry staff, the minister and the deputy minister. Activities include communications planning, implementing media relations, advertising, answering public inquiries, and producing and distributing **publications** and communications materials such as audio-visual materials and speeches. Copies of ministry publications on family law, family support plan, small claims court and other public legal information can be obtained by writing to the branch or by visiting the walk-in centre at 720 Bay Street, 1st Floor. Hours of operation are Monday to Friday 9:00 a.m. - 4:30 p.m. Bilingual services are available.

BUSINESS IMPROVEMENT DIVISION

720 Bay St., 11th Flr.
Toronto M5G 2K1
416-326-4431
Fax 416-326-4441

The Business Improvement Division is responsible for coordinating corporate and business planning activities for the ministry. These activities include: supporting, monitoring and evaluating business plan progress and implementation; co-ordinating cross-ministry change initiatives; providing corporate secretariat functions; co-ordinating stakeholder management; managing specific business plan projects; providing justice information and analysis; and establishing management information systems and assisting divisions with the development and monitoring of performance indicators. This division includes the Human Resources Branch and the ministry's financial planning and budget analysis.

BUSINESS AND FISCAL PLANNING

720 Bay St., 4th Flr.
Toronto M5G 2K1
416-326-4023
Fax 416-326-4019
HOURS: 9:00 to 5:30

The Business and Fiscal Planning Branch is responsible for the coordination of ministry activity with Management Board; supporting, monitoring, evaluating and implementing the business plan; estimates; financial planning; MB20 coordination and support; and budget reporting.

CORPORATE SUPPORT SERVICES

720 Bay St., 4th Flr.
Toronto M5G 2K1
416-326-4023
Fax 416-326-4019

The Corporate Support Services Branch is responsible for the coordination of ministry activity with Cabinet Office; coordinating Stakeholder relations; secretariat support to the Senior Management Committee; secretariat support for Justice Deputies Committee; justice information and analysis, environmental scanning; and assisting divisions with the development and monitoring of performance indicators, guidelines and standards.

HUMAN RESOURCES BRANCH

720 Bay St., 3rd Flr.
Toronto M5G 2K1
416-326-4490
416-326-4011 (TTY)
Fax 416-326-2298
OTHER LANGUAGES: French
HOURS: 8:30-4:45

The Human Resources Branch provides service to the Ministry of the Attorney General on a wide range of human resources issues. On a strategic level, the branch develops human resources systems, processes and communications to support line managers and employees

in achieving the ministry's business goals. Examples include performance management, the ministry's learning program and strategic human resources input into Ministry business planning exercises.

On an operational level, the branch provides support to clients on a wide variety of issues including workforce planning, employee relations, staffing, classification and compensation levels, and redeployment and transition support. In addition, the branch maintains personnel and employee benefits records for all employees. The branch is responsible for the administration of the Workplace **Discrimination** and Harassment Prevention policy, ensuring that the work environment is free from discrimination and harassment. The branch also plays a role in working with a variety of bargaining agents and employee associations on labour relations issues.

COURTS ADMINISTRATION DIVISION

720 Bay St., 2nd Flr.
Toronto M5G 2K1
416-326-4002
HOURS: 8:30-4:45 

Under the direction of the Assistant Deputy Attorney General (416-326-2609), the Courts Administration Division is responsible for providing administrative support services to the operations of the court system in Ontario. Through a regionalized structure, the division manages more than 235 court offices across the province reporting to regional directors. The court offices act as a link amongst litigants, counsel, the police, the judiciary, the Crown, the public and other agencies.

In addition, the Program Development Branch (416-326-4002) of the division provides support services to local and regional operations, program policy, operational and resource planning, development of improved operational procedures and technology support. Additional judicial support services are also provided by the branch as well as processing of applications for Commissioners for Taking **Affidavits** and **Notaries Public**.

For judicial purposes, each region is headed by a regional senior judge in the Ontario Court (Provincial Division) and a regional senior justice in the Ontario Court (General Division). There are 3 levels of courts, namely: Court of Appeal, Ontario Court (General Division) and Ontario Court (Provincial Division). These are listed under each of their respective regions.

COURT OFFICES

A list of Court Offices contained in each region appears in individual entries. Court Offices are also listed in the blue pages of all telephone directories.

CENTRAL WEST REGION

Central West Regional Office, Court Administration
50 Main St. E., 1st Flr.
Hamilton L8N 1E9
905-308-7215
Fax 905-308-7265
(Hamilton/Wentworth)
HOURS: 8:30-4:45

COURT OFFICES - CENTRAL WEST REGION

Enforcement Office (Sheriff)
7765 Hurontario St.
P. O. Box 548
Brampton L6V 2M7
905-452-6600
Fax 905-450-6751
(Peel)
OTHER LANGUAGES: French
HOURS: 8:30-4:45

Manager of Criminal Operations
141 Clarence St.
Brampton L6V 3E6
905-450-4730
Fax 905-455-2007
(Peel)
OTHER LANGUAGES: French
HOURS: 8:30-4:45

Ontario Court, Provincial Division, Family
7765 Hurontario St., 2nd Flr.
P. O. Box 220
Brampton L6V 2L1
905-452-6608
(Peel)
OTHER LANGUAGES: French
HOURS: 8:30-4:45

Ontario Court, General Division
7755 Hurontario St.
P. O. Box 8000
Brampton L6V 2M7
905-452-6617
Fax 905-452-6678
(Peel)
OTHER LANGUAGES: French
HOURS: 8:30-4:45

Regional Senior Judge, Ontario Court of Justice, General Division
Court House
7755 Hurontario St.
P. O. Box 5000
Brampton L6V 2M7
905-452-6623
(Peel)
HOURS: 8:30-4:45

Supervisor, Ontario Court (General Division), Small Claims Court
70 Wellington St.
Brantford N3T 2L9
519-752-7828
Fax 519-752-6465
(Brant)
HOURS: 8:30-4:45

Supervisor, Ontario Court (Provincial Division)
44 Queen St.
Brantford N3T 3B2
519-752-6559
Fax 519-753-5338
(Brant)
HOURS: 8:30-4:45

Court Services Manager
70 Wellington St.
Brantford
519-752-9069
Fax 519-752-7302

Small Claims Court Clerk, Ont Court,
Gen Div, Small Claims Court
2021 Plains Rd. E.
Burlington L7R 4M3
905-637-4125
(Halton)
HOURS: 8:30-4:45

Supervisor, Court Operations, Small
Claims Court, Ont Court (Prov/Gen Div)
55 Munsee St.
P. O. Box 70
Cayuga N0A 1E0
905-772-3335
Fax 905-772-3958
(Haldimand)
HOURS: 8:30-4:45

Supervisor, Ontario Court (General
Division), Small Claims Court
50 Main St. E., Main Flr.
Hamilton L8N 1E9
905-308-7218
Fax 905-308-1220
(Hamilton/Wentworth)
OTHER LANGUAGES: French
HOURS: 8:30-4:45

Supervisor, Unified Family Court,
Ontario Court (Provincial Division)
55 Main St. W.
Hamilton L8N 1H4
905-525-1550
Fax 905-577-8328
(Hamilton/Wentworth)
OTHER LANGUAGES: French
HOURS: 8:30-4:45

Court Services Manager
55 Main St. W.
Hamilton L8P 1H4
905-577-8326
905-577-8331
Fax 905-577-8323
(Hamilton/Wentworth)
OTHER LANGUAGES: French
HOURS: 8:30-4:45

Supervisor, Criminal, Ontario Court
(Provincial Division)
125 Main St. E.
P. O. Box 2014
Hamilton L8N 3S1
905-525-1840
Fax 905-577-8407
(Hamilton/Wentworth)
OTHER LANGUAGES: French
HOURS: 8:30-4:45

Regional Senior Judge, Ontario Court of
Justice (General Division)
Court House
50 Main St. E.
Hamilton L8N 1E9
905-308-7200
(Hamilton/Wentworth)
OTHER LANGUAGES: French
HOURS: 8:30-4:45

Regional Senior Judge, Ontario Court
(Provincial Division)
Court House
50 Main St. E.
Hamilton L8N 1E9
905-577-0515
(Hamilton/Wentworth)
OTHER LANGUAGES: French
HOURS: 8:30-4:45

Supervisor, Ontario Court (General Division), Enforcement and Small Claims
50 Main St. E., Main Flr.
Hamilton L8N 1E9
905-308-7218
Fax 905-308-7200

Court Services Manager
491 Steeles Ave. E.
Milton L9T 1Y7
905-878-7281
Fax 905-878-2494
(Halton)
HOURS: 8:30-4:45

Small Claims Court, Ontario Court, General Division
491 Steeles Ave. E.
Milton L9T 1Y7
905-878-7281
(Halton)
HOURS: 8:30-4:45

Ontario Court, Provincial Division - Criminal
491 Steeles Ave. E.
Milton L9T 1Y7
905-878-4165
Fax 905-878-1525
(Halton)
HOURS: 8:30-4:45

Enforcement Office (Sheriff & Bailiff)
491 Steeles Ave. E.
Milton L9T 1Y7
905-878-7285
Fax 905-878-2494
(Halton)
HOURS: 8:30-4:45

Ontario Court, General and Provincial Division - Family
491 Steeles Ave. E.
Milton L9T 1Y7
905-878-7281
Fax 905-878-2492
(Halton)
HOURS: 8:30-4:30

Small Claims Court, Ontario Court, General Division
2301 Haines Rd.
Mississauga L4Y 1Y5
905-275-3080
(Peel)
OTHER LANGUAGES: French
HOURS: 8:30-4:45

Court Admin, Ont Court (Prov Div) & Small Claims Court, Ont Court (Gen Div)
4635 Queen St.
Niagara Falls L2E 2L7
905-354-2789
Fax 905-374-7762
(Niagara South)
OTHER LANGUAGES: French
HOURS: 8:30-4:45

Small Claims Court, Ontario Court, General Division
1224 Trafalgar Rd.
P. O. Box 84020
Oakville L6J 3P1
905-842-8380
(Halton)
HOURS: 8:45-4:45

Small Claims Court, Ontario Court, General Division
10 Louisa St., 1st Flr.
Orangeville L9W 3P9
519-941-9701
Fax 519-941-6941
(Dufferin)
HOURS: 8:30-4:45

Court Administrator, Ontario Court,
Prov Div, Criminal & Family
10 Louisa St., 2nd Flr.
Orangeville L9W 3P9
519-941-5802
Fax 519-941-6941
(Dufferin)
HOURS: 8:30-4:45

Ontario Court, General Division
10 Louisa St., 1st Flr.
Orangeville L9W 3P9
519-941-4744
Fax 519-941-6941
(Dufferin)
HOURS: 8:30-4:45

Supervisor, Court Office Services, SCC,
Ont Court (Prov/Gen Div)
Court House
P. O. Box 308, Level 3
Simcoe N3Y 4L2
519-426-6550
Fax 519-426-3393
(Norfolk)
HOURS: 8:30-4:45

Supervisor, Client Services, Ont Court
(Gen Div), Small Claims Court
59 Church St., 1st Flr.
St. Catharines L2R 7N8
905-988-6200
Fax 905-685-5271
(Niagara North)
HOURS: 8:30-4:45

Family, Ontario Court (Provincial
Division)
59 Church St., 4th Flr.
St. Catharines L2R 7N8
905-988-6200
Fax 905-685-5271
(Niagara North)
HOURS: 8:30-4:45

Enforcement and Finance
59 Church St., 1st Flr.
St. Catharines L2R 7N8
905-988-6200
Fax 905-685-5271
(Niagara North)
HOURS: 8:30-4:45

Enforcement and Finance
3 Cross St.
Welland L3B 5X6
905-732-2493
Fax 905-734-6156
(Niagara South)
HOURS: 8:30-4:45

Family, Ontario Court (Provincial
Division)
3 Cross St.
Welland L3B 5X6
905-734-7451
Fax 905-734-6156
(Niagara South)
HOURS: 8:30-4:45

Supervisor, Client Services
102 Main St.
Welland L3B 3W6
905-735-0010
Fax 905-734-9119
(Niagara South)
HOURS: 8:30-4:45

Small Claims Court Clerk & Bailiff, Ont
Court (Gen Div), Small Claims Court
102 Main St. E.
Welland L3B 3W6
905-734-7417
Fax 905-734-9119
(Niagara South)
HOURS: 8:30-4:45

CENTRAL EAST REGION

Central East Regional Office, Courts Administration
1091 Gorham St., 2nd Flr.
Newmarket L3Y 7V1
905-836-5621
Fax 905-836-5620
(York)
HOURS: 8:30-4:45

COURT OFFICES - CENTRAL EAST REGION

Ontario Court Provincial Division
(Criminal)
114 Worsley St.
Barrie L4M 1M1
705-739-6500
Fax 705-739-6516
(Simcoe)
OTHER LANGUAGES: French
HOURS: 8:30-4:45

Court Services Manager
114 Worsley St.
Barrie L4M 1M1
705-739-6577
Fax 705-739-6578
(Simcoe)
OTHER LANGUAGES: French
HOURS: 8:30-4:45

Enforcement and Finance Office
114 Worsley St.
Barrie L4M 1M1
705-739-6100
Fax 705-739-6516
(Simcoe)
OTHER LANGUAGES: French
HOURS: 8:30-4:45

Court Support Office
114 Worsley St.
Barrie L4M 1M1
705-739-6555
Fax 705-739-6583
(Simcoe)
OTHER LANGUAGES: French
HOURS: 8:30-4:45

Ontario Court (General Division), Civil
114 Worsley St.
Barrie L4M 1M1
705-739-6144
Fax 705-739-6516
(Simcoe)
OTHER LANGUAGES: French
HOURS: 8:40-4:45

Ontario Court (General Division) Trial Co-ordinator's Office
114 Worsley St.
Barrie L4M 1M1
705-739-6151
Fax 705-739-6099
(Simcoe)

Ontario Court (General Division), Small Claims Court
114 Worsley St.
Barrie L4M 1M1
705-739-6136
Fax 705-739-6516
(Simcoe)

Ontario Court (General Division), Family
114 Worsley St.
Barrie L4M 1M1
705-739-6116
Fax 705-739-6516

Ontario Court (Provincial Division),
Trial Co-ordinator's Office
114 Worsley St.
Barrie L4M 1M1
705-739-6520
Fax 705-739-6583

Ontario Court (General Division),
Justices' Secretaries
114 Worsley St.
Barrie L4M 1M1
705-739-6155
Fax 705-739-6653

Ontario Court of Justice
3 Dominion St. N.
Bracebridge P1L 2E6
705-645-7499
Fax 705-645-7901
(Muskoka)
OTHER LANGUAGES: French
HOURS: 8:30-4:45

Court Operations
860 William St.
Cobourg K9A 3A9
905-372-3751
Fax 905-372-9952
(Northumberland)
HOURS: 8:30-4:45

Court Operations
440 Kent St. W.
Lindsay K9V 6G8
705-324-1400
Fax 705-324-1401
(Victoria/Haliburton)
HOURS: 8:30-4:45

Regional Senior Judge, Ontario Court
(Provincial Division), Central East Region
440 Kent St. W.
Lindsay K9V 6G8
705-324-1410
Fax 705-324-1411
(Victoria/Haliburton)

Court Support Services
50 Eagle St. W., 3rd Flr.
Newmarket L3Y 6B1
905-853-4811
Fax 905-853-4855
(York)
HOURS: 8:30-4:45

Court Services Manager
50 Eagle St. W., 3rd Flr.
Newmarket L3Y 6B1
905-853-4882
Fax 905-853-4825
(York)
HOURS: 8:30-4:45

Courts Administration, Finance Office
50 Eagle St. W., 2nd Flr.
Newmarket L3Y 6B1
905-853-4803
Fax 905-853-4864
(York)
HOURS: 8:30-4:45

Ontario Court (Gen Div) - Civil, Family,
SCC and Enforcement Office
50 Eagle St. W., 2nd Flr.
Newmarket L3Y 6B1
905-853-4809
Fax 905-853-4864
(York)
HOURS: 8:30-4:45

Criminal Court Office
50 Eagle St. W., 2nd Flr.
Newmarket L3Y 6B1
905-853-4801
Fax 905-853-4855
(York)
HOURS: 8:30-4:45

Regional Senior Judge, Central East Region, Ontario Court (General Division)
50 Eagle St. W., 4th Flr.
Newmarket L3Y 6B1
905-853-4827
Fax 905-853-4826
(York)
HOURS: 8:30-4:45

Ontario Court of Justice
Huronia Regional Centre
700 Memorial Ave., Cottage C
Orillia L3V 6J3
705-326-2671
Fax 705-326-0970
(Simcoe)
OTHER LANGUAGES: French, Italian
HOURS: 8:30-4:45

Ontario Court (Provincial Division)
Criminal Court Office
242 King St. E.
Oshawa L1H 3Z8
905-723-5251
Fax 905-723-7101
(Durham)
HOURS: 8:30-4:45

Family & Small Claims Court Office
44 Bond St. W., 2nd Flr.
Oshawa L1G 6R2
905-728-1623
Fax 905-728-2193
(Durham)
HOURS: 8:30-4:45

Court Services Manager
470 Water St.
Peterborough K9H 3M3
705-876-3817
Fax 705-876-3851
(Peterborough)
HOURS: 8:30-4:45

Court Operations (Criminal & Family Court)
70 Simcoe St.
Peterborough K9H 7G9
705-876-3846
Fax 705-876-3838
(Peterborough)
OTHER LANGUAGES: French
HOURS: 8:30-4:45

Court Operations (Civil & Small Claims Court)
470 Water St.
Peterborough K9H 3M3
705-876-3810
Fax 705-876-3813
(Peterborough)
HOURS: 8:30-4:45

Ontario Court (General Division) Small Claims Court
855 Major MacKenzie Dr. E.
Richmond Hill L4C 4X7
905-737-4416
Fax 905-737-2868
(York)
HOURS: 8:30-4:45

Ontario Court (General Division), Small Claims Court
605 Rossland Rd. E.
P.O. Box 640
Whitby L1N 9G7
905-430-5800
Fax 905-430-5802
(Durham)
HOURS: 8:30-4:45

Ontario Court (General Division)
Enforcement Office
605 Rossland Rd. E.
P.O. Box 640
Whitby L1N 9G7
905-430-5808
Fax 905-430-5802
(Durham)
HOURS: 8:30-4:45

Court Services Manager
605 Rossland Rd. E.
P.O. Box 640
Whitby L1N 9G7
905-430-5810
Fax 905-430-5811
(Durham)
HOURS: 8:30-4:45

EAST REGION

East Regional Office, Courts Administration
161 Elgin St., Rm 5300
Ottawa K2P 2K1
613-239-1272
Fax 613-239-1273
(Ottawa/Carleton)
OTHER LANGUAGES: French
HOURS: 8:30-4:45

COURT OFFICES - EAST REGION

Small Claims Court Clerk, Ontario Court (Gen Div), Small Claims Court
110 Main St. N.
P. O. Box 699
Alexandria K0C 1A0
613-525-4330
Fax 613-525-0708
(Stormont/Dundas/Glengarry)
OTHER LANGUAGES: French
HOURS: 8:30-4:45

Court Services Manager, Ontario Court (Provincial Division)
110 Main St. N.
P.O. Box 699
Alexandria K0C 1A0
613-525-4330
Fax 613-525-0708
(Stormont/Dundas/Glengarry)
OTHER LANGUAGES: French
HOURS: 8:30-4:45

Small Claims Court Clerk & Bailiff, Ont Court (Gen Div), Small Claims Court
5 Fairway Blvd.
Bancroft K0L 1C0
613-332-4613
(Hastings)
OTHER LANGUAGES: French
HOURS: 9:00-2:00

Court Services Manager
235 Pinnacle St.
Belleville K8N 3A9
613-962-9694
Fax 613-962-5143
(Hastings)
HOURS: 8:30-4:45

Court Administrator, Family, Ontario Court (Provincial Division)
Century Place
199 Front St., Ste. 402
Belleville K8N 5H5
613-968-6759
Fax 613-966-4390
(Hastings)
HOURS: 8:30-4:45

Court Administrator, Criminal, Ontario Court (Provincial Division)
15 Victoria Ave., 1st Flr.
Belleville K8N 1Z5
613-962-3468
Fax 613-962-8830
(Hastings)
HOURS: 8:30-4:45

Ontario Court (General Division)
235 Pinnacle St.
Belleville K8N 3A9
613-962-9106
(Hastings)
HOURS: 8:30-4:45

Small Claims Court Clerk, Ontario Court (Gen Div), Small Claims Court
235 Pinnacle St.
Belleville K8N 3A9
613-962-2300
(Hastings)
HOURS: 8:30-4:45

Manager, Ontario Court (General Division)
P. O. Box 8
Brockville K6V 5T7
613-342-2288
Fax 613-345-4019
(Leeds/Grenville)
OTHER LANGUAGES: French
HOURS: 8:30-4:45

Small Claims Court Clerk & Bailiff, Ont Court (Gen Div), Small Claims Court
P. O. Box 1501
Brockville K6V 5Y6
613-342-2833
Fax 613-345-4019
(Leeds/Grenville)
HOURS: 8:40-4:45

Manager, Criminal & Family, Ontario Court (Provincial Division)
75 Water St. W.
P. O. Box 1360
Brockville K6V 5Y6
613-342-5003
Fax 613-342-2817
(Leeds/Grenville)
OTHER LANGUAGES: French
HOURS: 8:30-4:45

Court Services Manager
340 Pitt St., 4th Fl.
P. O. Box 56
Cornwall K6H 5R9
613-933-7500
Fax 613-932-0507
(Stormont/Dundas/Glengarry)
OTHER LANGUAGES: French
HOURS: 8:30-4:45

Manager, Ontario Court (General Division)
340 Pitt St., 4th Flr.
Cornwall K6H 5R9
613-933-7500
Fax 613-932-0507
(Stormont/Dundas/Glengarry)
OTHER LANGUAGES: French
HOURS: 8:30-4:45

Court Services Manager, Criminal & Family, Ontario Court (Prov Div)
340 Pitt St., 4th Flr.
P. O. Box 56
Cornwall K6H 5R9
613-933-7500
Fax 613-932-0507
(Stormont/Dundas/Glengarry)
OTHER LANGUAGES: French
HOURS: 8:30-4:45

Small Claims Court Clerk & Bailiff, Ont Court (Gen Div), Small Claims Court
340 Pitt St., 4th Flr.
Cornwall K6H 5R9
613-933-7500
Fax 613-932-0507
(Stormont/Dundas/Glengarry)
OTHER LANGUAGES: French
HOURS: 8:30-4:45

Small Claims Court Clerk & Bailiff, Ont Court (Gen Div), Small Claims Court
Hwy. 41
P. O. Box 88
Kaladar K0H 1Z0
613-336-2050
Fax 613-336-2060
(Lennox/Addington)
HOURS: 9:00-12:00-Wednesday

Group Leader, Family, Ontario Court (General Division)
469 Montreal St.
Kingston K7K 3H9
613-548-6789
Fax 613-548-6788
(Frontenac)
HOURS: 8:15-4:45

Group Leader, Criminal, Ontario Court (Provincial Division)
279 Wellington St.
Kingston K7K 6E1
613-548-6200
Fax 613-548-6819
(Frontenac)
HOURS: 8:15-4:45

Court Services Manager
279 Wellington St.
Kingston K7K 6E1
613-548-6202
Fax 613-548-6819
(Frontenac)
HOURS: 8:15-4:45

Enforcement Office, Ontario Court (General Division)
5 Court St.
Kingston K7L 2N4
613-548-6811
Fax 613-548-6209
(Frontenac)
HOURS: 8:15-4:45

Supervisor of Operations, Ontario Court (General Division)
5 Court St.
Kingston K7L 2N4
613-548-6816
Fax 613-548-6209
(Frontenac)
HOURS: 8:15-4:45

Supervisor of Operations, Ontario Court (Gen Div), Small Claims Court
5 Court St.
Kingston K7L 2N4
613-548-6811
Fax 613-548-6209
(Frontenac)
HOURS: 8:30-4:45

Manager of Operations, Ontario Court (General & Provincial Division)
59 Court St.
L'Orignal K0B 1K0
613-675-4567
Fax 613-675-4507
(Prescott/Russell)
OTHER LANGUAGES: French
HOURS: 8:30-4:45

Manager of Operations, Criminal & Family, Ontario Court (Prov Div)
59 Court St.
L'Orignal K0B 1K0
613-675-4695/4625
Fax 613-675-4507
(Prescott/Russell)
OTHER LANGUAGES: French
HOURS: 8:30-4:45

Small Claims Court Clerk, Ontario Court (Gen Div), Small Claims Court
Shopping Mall
Hwy. 2 & 31
Morrisburg K0C 1X0
613-543-2193
Fax 613-543-3204
(Morrisburg)
OTHER LANGUAGES: French
HOURS: 8:30-4:45

Ontario Court (Provincial Division)
Shopping Mall
Highway 2 and 31
Morrisburg K0C 1X0
613-543-2193
Fax 613-543-3204
(Morrisburg)
HOURS: 8:30-4:45

Supervisor of Operations, Ontario Court (General Division)
41 Dundas St. W.
Napanee K7R 3P5
613-354-3845
Fax 613-354-0380
(Lennox/Addington)
HOURS: 8:30-4:45

Supervisor of Operations, Ontario Court (Gen Div), Small Claims Court
41 Dundas St. W.
Napanee K7R 3P5
613-354-3845
Fax 613-354-0380
(Lennox/Addington)
HOURS: 8:30-4:45

Supervisor of Operations, Ontario Court (Provincial Division)
41 Dundas St. W.
P. O. Box 386
Napanee K7R 3P5
613-354-3845
Fax 613-354-0380
(Lennox/Addington)
HOURS: 8:30-4:45

Small Claims Court Clerk & Bailiff, Ont Court (Gen Div), Small Claims Court
161 Elgin St.
Ottawa K2P 2K1
613-239-1079
Fax 613-239-1075
(Ottawa/Carleton)
OTHER LANGUAGES: French
HOURS: 8:30-4:45

Manager, Family/Client Services, Ontario Court (Prov/Gen Div)
161 Elgin St., Rm. 2076
Ottawa K2P 2K1
613-239-1034
Fax 613-239-1075
(Ottawa/Carleton)
OTHER LANGUAGES: French
HOURS: 8:30-4:45

Manager, Criminal Court
Service/Finance, Ontario Court (Prv Div)
161 Elgin St.
Ottawa K2P 2K1
613-239-1098
Fax 613-239-1171
(Ottawa/Carleton)
OTHER LANGUAGES: French
HOURS: 8:30-4:45

Court Services Manager
161 Elgin St., 2nd Flr.
Ottawa K2P 2K1
613-239-1146
Fax 613-239-1491
(Ottawa/Carleton)
OTHER LANGUAGES: French
HOURS: 8:30-4:45

Manager, Civil Court Office, Ontario Court (General Division)
161 Elgin St., Rm. 2039
Ottawa K2P 2K1
613-239-1034
Fax 613-239-1075
(Ottawa/Carleton)
OTHER LANGUAGES: French
HOURS: 8:30-4:45

Regional Senior Judge, Ontario Court of Justice (Gen Div)
Court House
161 Elgin St., 6th Flr.
Ottawa K2P 2K1
613-239-1400
(Ottawa/Carleton)
OTHER LANGUAGES: French
HOURS: 8:30-4:45

Regional Senior Judge, Ontario Court (Provincial Division)
161 Elgin St., 5th Flr.
Ottawa K2P 2L1
613-239-1521
(Ottawa/Carleton)
OTHER LANGUAGES: French
HOURS: 8:30-4:45

Court Services Manager
297 Pembroke St. E.
Pembroke K8A 3K2
613-732-8581
Fax 613-732-1766
(Renfrew)
HOURS: 8:30-4:45

Enforcement Office
297 Pembroke St. E.
Pembroke K8A 3K2
613-732-2541
Fax 613-732-1766
(Renfrew)
HOURS: 8:30-4:45

Family, Ontario Court (Provincial Division)
297 Pembroke St. E.
Pembroke K8A 3K2
613-732-8581
Fax 613-732-1766
(Renfrew)
OTHER LANGUAGES: French
HOURS: 8:30-4:45

Small Claims Court Clerk, Ont Court (Gen Div), Small Claims Court
297 Pembroke St. E.
Pembroke K8A 3K2
613-732-8581
Fax 613-732-1766
(Renfrew)
OTHER LANGUAGES: French
HOURS: 8:30-4:45

Ontario Court (General Division)
297 Pembroke St. E.
Pembroke K8A 3K2
613-732-8581
Fax 613-732-1766
(Renfrew)
OTHER LANGUAGES: French
HOURS: 8:30-4:45

Criminal, Ontario Court (Provincial Division)
415-417 Pembroke St. W.
Pembroke K8A 5N5
613-735-6886
Fax 613-735-5802
(Renfrew)
OTHER LANGUAGES: French
HOURS: 8:30-4:45

Criminal & Family, SCC, Ontario Court (Provincial Division) Court Sittings only
43 Drummond St. E.
Perth K7H 1G1
613-267-2021
Fax 613-267-7055
(Lanark)
HOURS: 8:30-4:45

Court Services Manager, Ontario Court (General Division)
43 Drummond St. E.
Perth K7H 1G1
613-267-2021
Fax 613-267-7055
(Lanark)
HOURS: 8:30-4:45

Sheriff, Local Registrar, SCC, Ontario Court (Provincial Division)
43 Drummond St. E.
Perth K7H 1G1
613-267-2021
Fax 613-267-7055
(Lanark)
HOURS: 8:30-4:45

Court Administrator, Criminal & Family, Ontario Court (Prov Div)
67 King St.
P. O. Box 640
Picton K0K 2T0
613-476-2606
Fax 613-476-4147
(Prince Edward)
HOURS: 8:30-4:45

Manager, Ontario Court (General Division)
44 Union St.
P. O. Box 680
Picton K0K 2T0
613-476-6236
Fax 613-476-7297
(Prince Edward)
HOURS: 8:30-4:45

Operations Manager
44 Union St.
P. O. Box 680
Picton K0K 2T0
613-476-6236
Fax 613-476-7297
(Prince Edward)
HOURS: 8:30-4:45

Small Claims Court Clerk, Ont Court (Gen Div), Small Claims Court
315 Raglan St. S.
P. O. Box 386
Renfrew K7V 4A6
613-432-3193
(Renfrew)
HOURS: 8:30-4:45

Small Claims Court Clerk, Ont Court (Gen Div), Small Claims Court
2884 Laporte St.
P. O. Box 250
Rockland K4K 1K4
613-446-4782
Fax 613-446-5368
(Prescott/Russell)
OTHER LANGUAGES: French
HOURS: 8:30-4:45

Small Claims Court Clerk & Bailiff, Ont Court (Gen Div), Small Claims Court
Simonett Bldg.
Hwy. 38, Basement
Sharbot Lake K0H 2P0
613-279-2537
Fax 613-279-3340
(Frontenac)
HOURS: 8:30-4:45 (Wed)

Small Claims Court Clerk & Bailiff, Ont Court (Gen Div), Small Claims Court
39 Chambers St. Plaza
P. O. Box 31
Smith Falls K7A 4S9
613-283-1914
Fax 613-283-7540
(Lanark)
HOURS: 8:30-4:45

Small Claims Court Clerk & Bailiff, Ont Court (Gen Div), Small Claims Court
80 Division St.
Trenton K8V 5S5
613-392-1655
(Hastings)
HOURS: 8:30-4:45

NORTH REGION

North Regional Office, Courts Administration
159 Cedar St., 5th Flr.
Sudbury P3E 6A5
705-670-7368
Fax 705-670-7378
(Sudbury)
HOURS: 8:30-4:45

COURT OFFICES - NORTH REGION

Ontario Court (General Division), Small Claims Court
Plaza 11, Hwy. 11
Ontario St.
P. O. Box 119
Burks' Falls P0A 1C0
705-382-2571
(Parry Sound)

Ontario Court (General Division), Small Claims Court
149 Fourth Ave.
P. O. Box 638
Cochrane P0L 1C0
705-272-4256
Fax 705-272-5100
(Cochrane)
OTHER LANGUAGES: French
HOURS: 8:30-4:45

Ontario Court (General Division)
149 Fourth Ave.
P. O. Box 638
Cochrane P0L 1C0
705-272-4256
Fax 705-272-5100
(Cochrane)
OTHER LANGUAGES: French
HOURS: 8:30-4:45

Ontario Court (Provincial Division)
149 Fourth Ave.
P. O. Box 638
Cochrane P0L 1C0
705-272-4256
Fax 705-272-2583
(Cochrane)
OTHER LANGUAGES: French
HOURS: 8:30-4:45

Court Services Manager
149 Fourth Ave.
Cochrane P0L 1C0
705-272-4256
Fax 705-272-2576
(Cochrane)

Ontario Court (Provincial Division)
479 Government Rd.
P. O. Box 3000
Dryden P8N 3B3
807-223-2348
Fax 807-223-3199
(Kenora)
HOURS: 8:30-4:45

Ontario Court (General Division), Small Claims Court
479 Government Rd., Rm. 127
P. O. Box 3000
Dryden P8N 3B3
807-223-2348
Fax 807-223-3199
(Kenora)
HOURS: 8:30-4:45

Ontario Court (Provincial Division)
200 Ontario Ave.
Elliot Lake P5A 1Y4
705-848-2500
Fax 705-848-9510
(Algoma)
OTHER LANGUAGES: French
HOURS: 8:30-4:45

Ontario Court (General Division), Small Claims Court
200 Ontario Ave.
Elliot Lake P5A 1Y4
705-848-2383
Fax 705-848-9510
(Algoma)
OTHER LANGUAGES: French
HOURS: 8:30-4:45

Ontario Court (General Division), Small Claims Court
16 Sixth Ave.
P. O. Box 147
Englehart P0J 1H0
705-544-8177
(Timiskaming)
OTHER LANGUAGES: French
HOURS: 8:30-4:45

Ontario Court (General Division), Small Claims Court
100 Tudhope St., 2nd Flr.
Espanola P5E 1S6
705-869-1150
(Sudbury)
OTHER LANGUAGES: French
HOURS: 8:30-4:45

Ontario Court (Provincial Division)
100 Tudhope St., Ste. 3
Espanola P5E 1S6
705-869-4334
Fax 705-869-5269
(Sudbury)
OTHER LANGUAGES: French
HOURS: 8:30-4:45

Ontario Court (General Division), Small Claims Court
333 Church St.
Fort Frances P9A 3M5
807-274-5961
Fax 807-274-0516
(Rainy River)
HOURS: 8:30-4:45

Ontario Court (General Division)
333 Church St.
Fort Frances P9A 3M5
807-274-5961
Fax 807-274-0516
(Rainy River)
HOURS: 8:30-4:45

Ontario Court (Provincial Division)
333 Church St.
Fort Frances P9A 3M5
807-274-9832
Fax 807-274-0516
(Rainy River)
HOURS: 8:30-4:45

Ontario Court (General Division), Small Claims Court
624 Main St.
Geraldton P0T 1M0
807-854-1488
(Thunder Bay)
HOURS: 8:30-4:45

Ontario Court (Provincial Division)
27 Phipps St.
P. O. Box 314
Gore Bay P0P 1H0
705-282-2461
Fax 705-282-3245
(Manitoulin)
OTHER LANGUAGES: French
HOURS: 8:30-4:45

Ontario Court (General Division)
27 Phipps St.
Gore Bay P0P 1H0
705-282-2461
Fax 705-282-3245
(Manitoulin)
OTHER LANGUAGES: French
HOURS: 8:30-4:45

Ontario Court (General Division), Small Claims Court
27 Phipps St.
Gore Bay P0P 1H0
705-282-2461
Fax 705-282-3245
(Manitoulin)
OTHER LANGUAGES: French
HOURS: 8:30-4:45

Ontario Court (Provincial Division)
393 Main St.
P.O. Box 609
Haileybury P0J 1K0
705-672-3395
Fax 705-672-3360
(Temiskiming)
OTHER LANGUAGES: French
HOURS: 8:30-4:45

Ontario Court (General Division), Small Claims Court
393 Main St.
P. O. Box 609
Haileybury P0J 1K0
705-672-3321
Fax 705-672-5785
(Temiskiming)
OTHER LANGUAGES: French
HOURS: 8:30-4:45

Ontario Court (General Division)
393 Main St.
P. O. Box 609
Haileybury P0J 1K0
705-672-3321
Fax 705-672-3360
(Temiskiming)
OTHER LANGUAGES: French
HOURS: 8:30-4:45

Ontario Court (General Division), Small Claims Court
The Model City Mall
25 Brunetville, Ste. 35
Kapuskasing P5N 2E9
705-337-1477
(Cochrane)
OTHER LANGUAGES: French
HOURS: 8:30-4:45

Ontario Court (General Division), Small Claims Court
216 Water St.
Kenora P9N 1S4
807-468-2842
Fax 807-468-2840
(Kenora)
HOURS: 8:30-4:45

Ontario Court (General Division)
216 Water St., Rm. 211
Kenora P9N 1S4
807-468-2842
Fax 807-468-2840
(Kenora)
HOURS: 8:30-4:45

Ontario Court (Provincial Division)
216 Water St.
Kenora P9N 1S4
807-468-2884
Fax 807-468-2974
(Kenora)
HOURS: 8:30-4:45

Ontario Court (Provincial Division)
4 Kirkland St. W.
P. O. Box 253
Kirkland Lake P2N 2G2
705-567-9381
Fax 705-567-9877
(Temiskiming)
OTHER LANGUAGES: French
HOURS: 8:30-4:45

Ontario Court (General Division), Small Claims Court
4 Kirkland St. W.
Kirkland Lake P2N 2G2
705-567-9381
(Temiskiaming)
OTHER LANGUAGES: French
HOURS: 8:30-4:45

Ontario Court (General Division), Small Claims Court
15 Robinson St.
P. O. Box 358
Little Current P0P 1K0
705-368-2205
(Manitoulin)
OTHER LANGUAGES: French
HOURS: 8:30-4:45

Ontario Court (General Division), Small Claims Court
10 Front St.
Nipigon P0T 2J0
807-887-3829
HOURS: 8:30-4:45

Ontario Court (Provincial Division)
Court House
360 Plouffe St.
North Bay P1B 9L5
705-495-8309
Fax 705-495-8368
(Nipissing)
OTHER LANGUAGES: French
HOURS: 8:30-4:45

Ontario Court (General Division), Small Claims Court
Court House
360 Plouffe St.
North Bay P1B 9L5
705-495-8309
Fax 705-495-8368
(Nipissing)
OTHER LANGUAGES: French
HOURS: 8:30-4:45

Court Services Manager
Court House
360 Plouffe St.
North Bay P1B 9L5
705-495-8309
Fax 705-495-8364
(Nipissing)
OTHER LANGUAGES: French
HOURS: 8:30-4:45

Ontario Court (General Division)
360 Plouffe St.
North Bay P1B 9L5
705-495-8309
Fax 705-495-8368
(Nipissing)
HOURS: 8:30-4:45

Ontario Court (Provincial Division)
89 James St., Main Flr.
P. O. Box 455
Parry Sound P2A 1T7
705-746-4237
Fax 705-746-6179
(Parry Sound)
HOURS: 8:30-4:45

Ontario Court (General Division), Small Claims Court
89 James St.
Parry Sound P2A 1T7
705-746-4251
Fax 705-746-6361
(Parry Sound)
HOURS: 8:30-4:45

Ontario Court (General Division)
89 James St.
Parry Sound P2A 1T7
705-746-4251
Fax 705-746-6179
(Parry Sound)
HOURS: 8:30-4:45

Ontario Court (General Division), Small Claims Court
Government Bldg.
Howey St.
Red Lake P0V 2M0
807-727-2376
(Kenora)
HOURS: 8:30-12:00

Ontario Court (Provincial Division)
426 Queen St. E.
Sault Ste. Marie P6A 1Z7
705-759-9400
705-759-9419
Fax 705-759-9460
(Algoma)
OTHER LANGUAGES: French
HOURS: 8:30-4:45

Court Services Manager
426 Queen St. E.
P. O. Box 550
Sault Ste. Marie P6A 1Z7
705-759-9450
Fax 705-759-9459
(Algoma)
OTHER LANGUAGES: French
HOURS: 8:30-4:45

Ontario Court (General Division), Local Registrar's Office
426 Queen St. E.
P. O. Box 550
Sault Ste. Marie P6A 1Z7
705-759-9466
Fax 705-759-9460
(Algoma)
OTHER LANGUAGES: French
HOURS: 8:30-4:45

Ontario Court (General Division), Small Claims Court
426 Queen St. E.
Sault Ste. Marie P6A 1Z7
705-759-9430
Fax 705-759-9460
(Algoma)
OTHER LANGUAGES: French
HOURS: 8:30-4:45

Ontario Court (General Division), Enforcement Office
426 Queen St. E.
Sault Ste. Marie P6A 1Z7
705-759-9430
Fax 705-759-9460
(Algoma)
OTHER LANGUAGES: French
HOURS: 8:30-4:45

Ontario Court (General Division), Small Claims Court
229 Main St., Upstairs
P. O. Box 416
Sturgeon Falls P0H 2G0
705-753-1090
(Nipissing)
OTHER LANGUAGES: French
HOURS: 8:30-4:45

Ontario Court (General Division), Local Registrar's Office
155 Elm St.
Sudbury P3C 1T9
705-671-5958
Fax 705-671-5979
(Sudbury)
OTHER LANGUAGES: French
HOURS: 8:30-4:45

Ontario Court (Provincial Division), Family
159 Cedar St., 2nd Flr.
Sudbury P3E 6A5
705-670-7254
Fax 705-670-7253
(Sudbury)
OTHER LANGUAGES: French
HOURS: 8:30-4:45

Court Services Manager
155 Elm St.
Sudbury P3C 1T9
705-671-5922
Fax 705-688-3063
(Sudbury)
OTHER LANGUAGES: French
HOURS: 8:30-4:45

Ontario Court (General Division), Enforcement Office
155 Elm St.
Sudbury P3C 1T9
705-671-5958
Fax 705-671-5979
(Sudbury)
OTHER LANGUAGES: French
HOURS: 8:30-4:45

Ontario Court (Provincial Division)
155 Elm St.
Sudbury P3C 1T9
705-671-5929
Fax 705-671-5979
(Sudbury)
OTHER LANGUAGES: French
HOURS: 8:30-4:45

Ontario Court (General Division), Small Claims Court
159 Cedar St., 2nd Flr.
Sudbury P3E 6A5
705-670-7251
Fax 705-670-7254
(Sudbury)
OTHER LANGUAGES: French
HOURS: 8:30-4:45

Regional Senior Judge, Ontario Court (Provincial Division)
159 Cedar St., 3rd Flr.
Sudbury P3E 6A5
705-670-7304
Fax 705-670-7201
(Sudbury)

Regional Senior Judge, Ontario Court of Justice (Gen Div)
Court House
155 Elm St.
Sudbury P3C 1T9
705-671-5975
Fax 705-671-5970
(Sudbury)
OTHER LANGUAGES: French
HOURS: 8:30-4:45

Ontario Court (General Division), Small Claims Court
277 Camelot St.
Thunder Bay P7A 4B3
807-343-2700
Fax 807-343-2704
(Thunder Bay)
HOURS: 8:30-4:45

Ontario Court (General Division), Registrar
277 Camelot St.
Thunder Bay P7A 4B3
807-343-2700
(Thunder Bay)
HOURS: 8:30-4:45

Ontario Court (Provincial Division), Criminal
1805 Arthur St. E., 2nd Flr.
Thunder Bay P7E 5N7
807-625-1610
Fax 807-625-0062
(Thunder Bay)
HOURS: 8:30-4:45

Ontario Court (General Division), Sheriff
277 Camelot St.
Thunder Bay P7A 4B3
807-343-2700
Fax 807-343-2704
(Thunder Bay)
HOURS: 8:30-4:45

Ontario Court (Provincial Division), Family
1805 Arthur St. E.
Thunder Bay P7E 5N7
807-625-1600
Fax 807-625-1602
(Thunder Bay)
HOURS: 8:30-4:45

Court Services Manager, North Region
277 Camelot St.
Thunder Bay P7A 4B3
807-343-2725
Fax 807-345-6383
(Thunder Bay)
HOURS: 8:30-4:45

Regional Senior Judge, Ontario Court (Provincial Division)
1805 Arthur St. E.
Thunder Bay P7E 5N7
807-625-1625
(Thunder Bay)
HOURS: 8:30-4:45

Regional Senior Judge, Ontario Court of Justice (Gen. Div)
Court House
277 Camelot St.
Thunder Bay P7A 4B3
807-343-3712
(Thunder Bay)
HOURS: 8:30-4:30

WEST REGION

West Regional Office, Courts Administration
Court House
80 Dundas St., Rm. 1-083, Unit D
London N6A 6A4
519-660-3090
Fax 519-660-3098
(Middlesex)
OTHER LANGUAGES: French
HOURS: 8:30-5:00

Ontario Court (Provincial Division)
The 101 Mall
38 Pine St. N., Ste. 127
Timmins P4N 6K6
705-267-7799
Fax 705-360-2014
(Cochrane)
OTHER LANGUAGES: French
HOURS: 8:30-4:45

Ontario Court (General Division), Small Claims Court
48 Spruce St. N.
Timmins P4N 6M7
705-360-4231
Fax 705-360-4233
(Cochrane)
OTHER LANGUAGES: French
HOURS: 8:30-4:45

COURT OFFICES - WEST REGION

Small Claims Court Clerk, Ont Court (Gen Div), Small Claims Court
89 Main St.
Cambridge N1R 1W1
519-623-0170
Fax 519-621-7824
(Waterloo)
HOURS: 8:30-4:45

Small Claims Court
89 Main St.
Cambridge N1R 1W1
519-623-0170

Enforcement Operations, Civil, Family
21 Seventh St., 3rd Flr.
P. O. Box 2021
Chatham N7M 5L9
519-352-7740
519-352-9070 (French)
Fax 519-354-6292
(Kent)
OTHER LANGUAGES: French
HOURS: 8:30-4:45

Criminal Operations
21 Seventh St., 1st Flr.
P. O. Box 2021
Chatham N7M 5L9
519-352-9070
Fax 519-354-6292
(Kent)
OTHER LANGUAGES: French
HOURS: 8:30-4:45

Small Claims Court Clerk & Bailiff, Ont Court (Gen Div), Small Claims Court
21 Seventh St.
P.O. Box 2021
Chatham N7M 5L9
519-352-7740
(Kent)
HOURS: 8:30-4:45

Court Administrator, Criminal & Family, Ontario Court (Prov Div)
1 Court House Sq.
P. O. Box 400
Goderich N7A 1M2
519-524-9342
Fax 519-524-5670
(Huron)
HOURS: 8:30-4:45

Ontario Court (General Division)
1 Court House Sq.
P. O. Box 400
Goderich N7A 1M2
519-524-2519
Fax 519-524-5670
(Huron)
HOURS: 8:30-4:45

Small Claims Court Clerk & Bailiff, Ont Court (Gen Div), Small Claims Court
1 Court House Sq.
P. O. Box 400
Goderich N7A 1M2
519-524-7322
Fax 519-524-5670
(Huron)
HOURS: 8:40-4:45

Court Administrator, Ontario Court, Provincial Division, Criminal
36 Wyndham St. S.
Guelph N1H 7J5
519-836-2501
(Wellington)
HOURS: 8:30-4:45

Court Services Manager
74 Woolwich St.
Guelph N1H 3T9
519-824-4100
Fax 519-824-5449
(Wellington)
HOURS: 8:30-4:45

Ontario Court General Division and Provincial Division - Family
74 Woolwich St.
Guelph N1H 3T9
519-824-4100
Fax 519-824-5449
(Wellington)
HOURS: 8:30-4:45

Enforcement Office (Sheriff & Bailiff)
36 Wyndham St. S.
Guelph N1H 7J5
519-824-4430
(Wellington)
HOURS: 8:30-4:45

Ontario Court, General Division, Small Claims Court
74 Woolwich St.
Guelph N1H 3T9
519-824-4169
Fax 519-824-5449
(Wellington)
HOURS: 8:30 - 4:30

General Division Manager, Ontario Court (General Division)
20 Weber St. E.
Kitchener N2H 1C3
519-741-3203
Fax 519-741-3212
(Waterloo)
HOURS: 8:30-4:45

Small Claims Court Manager, Ont Court (Gen Div)
520-50 Queen St. N., 5th Flr.
Kitchener N2H 6P4
519-745-5842
(Waterloo)
HOURS: 8:30-4:45

Court Services Manager
20 Weber St. E.
Kitchener N2H 1C3
519-741-3234
Fax 519-741-3212
(Waterloo)
HOURS: 8:30-4:45

Provincial Division Manager, Criminal & Family, Ont Court (Prov Div)
200 Frederick St., Ste. 1000
Kitchener N2H 6P1
519-741-3396
Fax 519-741-3399
(Waterloo)
HOURS: 8:30-4:45

Enforcement Manager, Ontario Court (General Division)
20 Weber St. E.
Kitchener N2H 1C3
519-741-3203
Fax 519-741-3212
(Waterloo)
HOURS: 8:30-4:45

Court Services Manager
20 Weber St. E.
Kitchener N2H 1C3
519-741-3234
Fax 519-741-3212

Ontario Court General Division Court
20 Weber St. E.
Kitchener N2H 1C3
519-741-3200

Ontario Court, General Division, Enforcement Office
20 Weber St. E.
Kitchener N2H 1C3
519-741-3266

Ontario Court, General Division, Criminal Division
20 Weber St. E.
Kitchener N2H 1C3
519-741-3208

Ontario Court Provincial Division Court
200 Frederick St.
Kitchener N2H 6N9
519-741-3300

Ontario Court, Provincial Division,
Family Court
200 Frederick St.
Kitchener N2H 6N9
519-741-3377

Small Claims Court
50 Queen St., 5th Flr.
Suite 520
Kitchener N2M 6P4
519-745-8063

Small Claims Court Clerk, Ont Court
(Gen Div), Small Claims Court
33 Princess St., Rm. 303c
Leamington N8H 5C5
519-326-9854
(Essex)
OTHER LANGUAGES: French
HOURS: 10 - 3 tue,wed,thurs

Group Leader, Counter Services,
Criminal, Ontario Court (Prov Div)
80 Dundas St., 2nd Flr., Unit "e"
London N6A 6A5
519-660-3013
Fax 519-660-3081
(Middlesex)
HOURS: 8:30-4:45

Manager, Counter Services, Ontario
Court (General Division)
80 Dundas St., Ground Flr., Unit "a"
London N6A 6A3
519-660-3026
Fax 519-660-3053
(Middlesex)
HOURS: 8:30-4:45

Court Services Manager
80 Dundas St., Ground Flr., Unit "a"
London N6A 6A3
519-660-3049
Fax 519-660-3134
(Middlesex)
HOURS: 8:30-4:45

Enforcement Office, Ontario Court
(General Division)
80 Dundas St., Ground Flr., Unit "a"
London N6A 6A3
519-660-3004
Fax 519-660-3053
(Middlesex)
HOURS: 8:30-4:45

Group Leader, Counter Service, Ont
Court (Gen Div), Small Claims Court
80 Dundas St., Ground Flr., Unit "a"
London N6A 6A3
519-660-3000
Fax 519-660-3053
(Middlesex)
HOURS: 8:30-4:45

Group Leader, Counter Services, Family,
Ontario Court (General Division)
80 Dundas St., Ground Flr., Unit "a"
London N6A 6A3
519-660-3044
Fax 519-660-3053
(Middlesex)
HOURS: 8:30-4:45

Manager, Court Support Services
80 Dundas St., Ground Flr., Unit "a"
London N6A 6A3
519-660-3051
(Middlesex)
HOURS: 8:30-4:45

Regional Senior Judge, Ontario Court
(Provincial Division)
Court House
80 Dundas St., 15th Flr. "g"
London N6A 6B3
519-660-2292
(Middlesex)
HOURS: 8:30-4:45

Regional Senior Judge, Ontario Court of Justice (Gen Div)
Court House
80 Dundas St., 15th Flr. "g"
London N6A 6B3
519-660-3027
(Middlesex)
HOURS: 8:30-4:45

Ontario Court, General Division
595 Ninth Ave. E.
Owen Sound N4K 3E3
519-376-1461
(Grey)
HOURS: 8:30-4:45

Enforcement Office, Ontario Court, General Division
595 Ninth Ave. E.
Owen Sound N4K 3E3
519-376-7535
Fax 519-376-7101
(Grey)
HOURS: 8:30-4:45

Court Services Manager
1133 2nd Ave. E.
Owen Sound N4K 2J1
519-371-2226
(Grey)
HOURS: 8:30-4:45

Ontario Court, Provincial Division - Criminal and Family
1133 Second Ave. E.
Owen Sound N4K 2J1
519-376-0185
Fax 519-376-8930
(Grey)
HOURS: 8:30-4:45

Enforcement Office, Ontario Court (General Division)
700 Christina St. N.
P. O. Box 2598
Sarnia N7V 3C2
519-337-8940
Fax 519-332-3411
(Lambton)
HOURS: 8:30-4:45

Court Services Manager
700 Christina St. N.
Sarnia N7V 3C2
519-337-5314
Fax 519-332-3411
(Lambton)
HOURS: 8:30-4:45

Manager, Criminal Operations & Support Services, Ont Court (Prov Div)
700 Christina St. N.
Sarnia N7V 3C2
519-336-8830
Fax 519-332-3411
(Lambton)
HOURS: 8:30-4:45

Court Administrator, Family, Ontario Court (Provincial Division)
700 Christina St. N.
Sarnia N7V 3C2
519-337-2346
Fax 519-332-3411
(Lambton)
HOURS: 8:30-4:45

Small Claims Court Clerk, Ontario Court (Gen Div) Small Claims Court
700 Christina St. N.
Sarnia N7V 3C2
519-337-7964
Fax 519-332-3411
(Lambton)
HOURS: 8:30-4:45

Ontario Court (General Division)
700 Christina St. N.
Sarnia N7V 3C2
519-337-5314
Fax 519-332-3411
(Lambton)
HOURS: 8:30-4:45

Ontario Court (General Division)
145 Curtis St., Main Flr.
P. O. Box 310
St. Thomas N5P 3T9
519-633-1720
Fax 519-633-7629
(Elgin)
HOURS: 8:30-4:45

Court Services Manager
145 Curtis St., Main Flr.
P. O. Box 310
St. Thomas N5P 3T9
519-633-3530
Fax 519-633-7629
(Elgin)
HOURS: 8:30-4:45

Enforcement Office, Ontario Court
(General Division)
145 Curtis St., Main Flr.
P. O. Box 310
St. Thomas N5P 3T9
519-631-3530
Fax 519-633-7629
(Elgin)
HOURS: 8:30-4:45

Small Claims Court Clerk, Ontario Court
(Gen Div), Small Claims Court
145 Curtis St., Main Flr.
P. O. Box 310
St. Thomas N5P 3T9
519-631-1241
(Elgin)
HOURS: 8:30-4:45

Criminal Operations, Ontario Court
(Provincial Division)
145 Curtis St., Main Flr.
P.O. Box 310
St. Thomas N5P 3T9
519-633-1230
Fax 519-633-7620
(Elgin)
HOURS: 8:30-4:45

Criminal Operations, Ontario Court
(Prov Div)
Justice Bldg.
100 St. Patrick St.
P. O. Box 1010
Stratford N5A 6W4
519-271-9252
Fax 519-271-8080
(Perth)
HOURS: 8:30-4:45

Small Claims Court Clerk, Ontario Court
(Gen Div), Small Claims Court
1 Huron St.
P. O. Box 726
Stratford N5A 6V6
519-271-4940
Fax 519-273-7769
(Perth)
HOURS: 8:30-4:45

Court Services Manager
Justice Bldg.
100 St. Patrick St.
P. O. Box 1010
Stratford N5A 6W4
519-271-9252
Fax 519-273-7769
(Perth)
HOURS: 8:30-4:45

Ontario Court (General Division)
1 Huron St.
P. O. Box 726
Stratford N5A 6V6
519-271-1850
Fax 519-273-7769
(Perth)
HOURS: 8:30-4:45

Family Operations, Ontario Court (Prov Div)
Justice Bldg.
100 St. Patrick St.
P.O. Box 1010
Stratford N5A 6W4
519-633-2160

Family Operations, Ontario Court (Prov Div)
Justice Bldg.
100 St. Patrick St.
P.O. Box 1010
Stratford N5A 6W4
519-271-2640

Small Claims Court Clerk & Bailiff, Ont Court (Gen Div), Small Claims Court
52 Frank St.
Strathroy N7G 2R4
519-245-1477
(Middlesex)
HOURS: 8:30-4:45

Ontario Court, General and Provincial Division - Family
215 Cayley St.
Walkerton N0G 2V0
519-881-0211
Fax 519-881-0347
(Bruce)
HOURS: 8:30-4:45

Enforcement Office, Ontario Court, General Division
215 Cayley St.
Walkerton N0G 2V0
519-881-1772
Fax 519-881-0347
(Bruce)
HOURS: 8:30-4:45

Ontario Court, Provincial Division - Criminal
215 Cayley St.
P. O. Box 39
Walkerton N0G 2V0
519-881-2333
Fax 519-881-0347
(Bruce)
HOURS: 8:30-4:45

Manager, Ontario Court, General and Provincial Divisions
215 Cayley St.
Walkerton N0G 2V0
519-881-0211
Fax 519-881-0347
(Bruce)
HOURS: 8:30-4:45

Court Administrator, Criminal, Ontario Court (Provincial Division)
City Hall Sq.
P. O. Box 607
Windsor N9A 6N4
519-254-2591
Fax 519-973-6646
(Essex)
OTHER LANGUAGES: French
HOURS: 8:30-4:45

Enforcement Office, Ontario Court (General Division), Small Claims Court
250 Windsor Ave., 4th Flr.
Windsor N9A 6K1
519-973-6600
Fax 519-973-6659
(Essex)
OTHER LANGUAGES: French
HOURS: 8:30-4:45

Family Operations, Ontario Court (Provincial Division)
250 Windsor Ave., 4th Flr.
P.O. Box 150
Windsor N9A 6V9
519-973-6670
Fax 519-973-6659
(Essex)
OTHER LANGUAGES: French
HOURS: 8:30-4:45

Small Claims Court, Ontario Court (Gen Div), Small Claims Court
245 Windsor Ave.
Windsor N9A 1J2
519-973-6620
Fax 519-973-6614
(Essex)
OTHER LANGUAGES: French
HOURS: 8:30-4:45

Small Claims Court, Ontario Court (Gen Div), Small Claims Court
415 Hunter St.
P. O. Box 70
Woodstock N4S 7W5
519-539-4751
Fax 519-539-7745
(Oxford)
HOURS: 8:30-4:45

Ontario Court (General Division)
245 Windsor Ave.
Windsor N9A 1J2
519-973-6620
Fax 519-973-6614
(Essex)
OTHER LANGUAGES: French
HOURS: 8:30-4:45

Ontario Court (General Division)
415 Hunter St.
P. O. Box 70
Woodstock N4S 7W5
519-539-6188
Fax 519-539-7745
(Oxford)
HOURS: 8:30-4:45

Court Services Manager
245 Windsor Ave.
Windsor N9A 1J2
519-973-6604
(Essex)
HOURS: 8:30-4:45

Criminal Operations, Ontario Court (Prov Div)
415 Hunter St.
P. O. Box 70
Woodstock N4S 7W5
519-539-6187
Fax 519-539-7745
(Oxford)
HOURS: 8:30-4:45

Family Operations, Ontario Court (Prov Div)
415 Hunter St.
P.O. Box 70
Woodstock N4S 7W5
519-539-6189
Fax 519-539-4579

COURT OFFICES
TORONTO REGION
Toronto Regional Office, Courts Administration
720 Bay St., 2nd Flr.
Toronto M5G 2K1
416-326-4249
Fax 416-326-2073
OTHER LANGUAGES: French
HOURS: 8:30-4:45 

All Toronto court offices report to the Toronto Regional Office. Court office descriptions in the Toronto Region are shown in individual entries.

COURT OFFICES

Supervisor, Criminal, Ontario Court (Provincial Division)
1000 Finch Ave. W.
Downsview M3J 2V5
416-314-4208
Fax 416-314-4233
(York)
OTHER LANGUAGES: French
HOURS: 8:30-4:45

Manager, Administration, Ontario Court (Provincial Division)
80 The East Mall
Etobicoke M8Z 5X6
416-314-3967
(York)
HOURS: 8:30-4:45

Manager, Court Support, Ontario Court (Provincial Division)
80 The East Mall
Etobicoke M8Z 5X6
416-314-3981
(York)
HOURS: 8:30-4:45

Manager, Finance, Admin. & Enforcement
47 Sheppard Ave. E., 3rd Flr.
North York M2N 5N1
416-326-3568
Fax 416-326-3569
(York)
OTHER LANGUAGES: French
HOURS: 8:30-4:45

Manager, Small Claims Court, Ont Court (Gen Div), Small Claims Court
47 Sheppard Ave. E., 2nd Flr.
North York M2N 5X5
416-326-3554
Fax 416-326-3570
(York)
OTHER LANGUAGES: French
HOURS: 8:30-4:45

Court Services Manager
1911 Eglinton Ave. E.
Scarborough M1L 4P4
416-325-0357
HOURS: 8:30-4:45

Manager, Court Support, Ontario Court (Provincial Division)
1911 Eglinton Ave. E.
Scarborough M1L 4P4
416-325-0975
416-325-0983 Criminal Court Services
416-325-0976 Family Court Services
416-325-0976 (French)
Fax 416-325-0960
(York)
OTHER LANGUAGES: French, Interpreters Only
HOURS: 8:30-4:45

Manager, Administration, Ontario Court (Provincial Division)
1911 Eglinton Ave. E.
Scarborough M1L 4P4
416-325-0980
416-325-0974 (French)
Fax 416-325-0960
OTHER LANGUAGES: French, Interpreters Only
HOURS: 8:30-4:45

Small Claims Court Supervisor, Ont Court (Gen Div), Small Claims Court
2130 Lawrence Ave. E., Ste. 300
Scarborough M1R 5B9
416-327-1155
416-325-0974 (French) 1911 Eglinton Ave E.
Fax 416-327-1150
(York)
HOURS: 8:30-4:45

Court Services Manager
393 University Ave., 10th Flr.
Toronto M5G 1E6
416-327-5567
Fax 416-327-6497
(Metro Toronto)
OTHER LANGUAGES: French
HOURS: 8:30-4:45

Manager, Criminal Court, Ontario Court (Provincial Division)
444 Yonge St., 2nd Flr.
Toronto M5B 2H4
416-325-8950
Fax 416-325-8944
(York)
OTHER LANGUAGES: French
HOURS: 8:30-4:45

Court of Appeal
130 Queen St. W.
Toronto M5H 2N5
416-327-5021
(York)
OTHER LANGUAGES: French
HOURS: 8:30-4:45

Manager, Finance & Enforcement,
Ontario Court (Provincial Division)
60 Queen St. W., Rm. 13
Toronto M5H 2M4
416-327-5875
Fax 416-327-5893
(York)
OTHER LANGUAGES: French
HOURS: 8:30-4:45

Court Services Manager
2265 Keele St., 2nd Flr.
Toronto M6M 5B5
416-326-6731
Fax 416-326-6746
(York)
HOURS: 8:30-4:45

Supervisor, Ontario Court (General Division), Small Claims Court
2265 Keele St., Ste. 209
Toronto M5M 5B8
416-326-6707
Fax 416-326-6709
(York)
OTHER LANGUAGES: French
HOURS: 8:30-4:45

Commercial Bankruptcy & Estates Office, Ontario Court (General Division)
393 University Ave., 10th Flr.
Toronto M5G 1E6
416-327-5044
Fax 416-327-6228
(York)
HOURS: 8:30-4:45

Supervisor, Ontario Court (Provincial Division)
2265 Keele St., Main Flr.
Toronto M6M 3Z7
416-326-6718
Fax 416-326-6721
(York)
HOURS: 8:40-4:45

Manager, Family Court, Ontario Court (Provincial Division)
311 Jarvis St.
Toronto M5B 2C4
416-327-6883
Fax 416-327-6979
(York)
OTHER LANGUAGES: French
HOURS: 8:30-4:45

Manager, Court & Administration Services, Ontario Court (Prov Div)
60 Queen St. W., Rm. 13
Toronto M5H 2M4
416-327-5875
Fax 416-327-5893
(York)
OTHER LANGUAGES: French
HOURS: 8:30-4:45

Enforcement Office, Ontario Court (General Division)
361 University Ave., Rm. 108
Toronto M5G 1T3
416-327-5600
Fax 416-327-5272
(York)
OTHER LANGUAGES: French
HOURS: 8:30-4:45

Defaulted Fines Control Centre
Old City Hall
60 Queen St. W., Rm. 7
Toronto M5H 2M4
416-327-5754
Fax 416-327-5756
(York)
OTHER LANGUAGES: French
HOURS: 8:30-4:45

Court Services Manager
60 Queen St. W., Rm. 157
Toronto M5H 2M4
416-327-5896
Fax 416-327-5210
(Metro Toronto)
HOURS: 8:30-4:45

Criminal Office, Ontario Court (General Division)
361 University Ave., Rm. 241
Toronto M5G 1T3
416-327-5917
Fax 416-327-6496
OTHER LANGUAGES: French
HOURS: 8:30-4:45

Manager, Civil Court, SCC, Ontario Court (General Division)
444 Yonge St., 2nd Flr.
Toronto M5B 2H4
416-325-8910
Fax 416-325-8912
(York)
OTHER LANGUAGES: French
HOURS: 8:30-4:45

Alternate Dispute Resolution Centre
77 Grenville St., 8th Flr.
Toronto M5S 1B3
416-314-8355
Fax 416-314-8483
(York)
HOURS: 8:30-4:45

Ontario Court (Provincial Division)
Old City Hall
60 Queen St. W.
Toronto M5H 2M4
416-327-5675
Fax 416-327-5893
(York)
OTHER LANGUAGES: French
HOURS: 8:30-4:45

Trial Office, Civil, Ontario Court (General Division)
393 University Ave., 6th Flr.
Toronto M5G 1E6
416-327-5606
416-327-6127 Pre-trial
Fax 416-327-5697
Fax 416-327-5698 Pre-trial

Trial Office, Criminal, Ontario Court (General Division)
361 University Ave., Rm. 408
Toronto M5G 1T3
416-327-5606
Fax 416-327-6341

Landlord and Tenant Office, Ontario Court (General Division)
361 University Ave., Rm. 109
Toronto M5G 1T3
416-327-5447
Fax 416-327-0900

Motions, Masters and Records Office, Ontario Court (General Division)
393 University Ave., 10th Flr.
Toronto M5G 1E6
416-327-5463
Fax 416-327-5527

Court Reporters Office, Ontario Court (General Division)
361 University Ave., Rm. 315
Toronto M5G 1T3
416-327-5550

Family Law Office, Ontario Court (General Division)
393 University Ave., 10th Flr.
Toronto M5G 1E6
416-327-5542
Fax 416-327-6137

Civil Office, Ontario Court (General Division)
393 University Ave., 10th Flr.
Toronto M5G 1E6
416-327-5440
Fax 416-327-5445

COURT OFFICES

TORONTO REGION
ONTARIO COURT (GEN DIV), CIVIL OFFICE
393 University Ave., 10th Flr.
Toronto M5G 1E6
416-327-5440
Fax 416-327-5445
OTHER LANGUAGES: French
HOURS: 8:30-4:45

The Ontario Court (General Division), Civil Office issues statements of claim and accepts pleadings filed in conjunction with civil actions commenced in Toronto. The office handles Landlord and Tenant matters, issues certified copies of orders, **writs** of seizure and sale and **garnishments** from civil actions commenced in Toronto. Divorce matters are handled through the Family Office at 416-327-5542.

COURT OFFICES

TORONTO REGION
ONTARIO COURT (GEN DIV), COMMERCIAL, BANKRUPTCY AND ESTATES OFFICE
393 University Ave., 10th Flr.
Toronto M5G 1E6
416-327-5044
Fax 416-327-6228
HOURS: 8:30-4:45

The Ontario Court (General Division), Commercial, **Bankruptcy** and Estates Office hears bankrupts and trustee in bankruptcy discharges, petitions for receiving order, approval for proposals, motions and trials filed under the Bankruptcy Act. The office also deals with receiverships, winding up of corporations, shareholder agreements and matters under the Company Creditor Arrangement Act and Personal Securities Act. Commercial court sits only in Toronto, other Bankruptcy Offices are located in London and Ottawa.

COURT OFFICES

TORONTO REGION
ONTARIO COURT (GEN DIV), COURT REPORTERS' OFFICE
Courthouse
361 University Ave., Rm. 315
Toronto M5G 1T3
416-327-5550
416-314-4240 439 University Ave
HOURS: 8:30-4:45

The Ontario Court (General Division), Court Reporters' Office provides written **transcripts** of certain court proceedings.

COURT OFFICES

TORONTO REGION
ONTARIO COURT (GEN DIV), COURT SERVICES MANAGER'S OFFICE
393 University Ave., 10th Flr.
Toronto M5G 1E6
416-327-5567
Fax 416-327-6497
HOURS: 8:30-4:45

The Ontario Court (General Division), Court Services Manager's Office provides administrative and technical support to all offices of the Ontario Court (General Division).

COURT OFFICES

TORONTO REGION
ONTARIO COURT (GEN DIV), CRIMINAL OFFICE
361 University Ave., Rm. 241
Toronto M5G 1T3
416-327-5917
Fax 416-327-6496
HOURS: 8:30-4:45

The Ontario Court (General Division), Criminal Office handles all criminal motions (**bail** applications, bail review, certiorari, etc.) before the court and receives indictments and information from Crown Attorneys and Ontario Court (Provincial Division), Criminal Offices.

COURT OFFICES

TORONTO REGION
ONTARIO COURT (GEN DIV), DIVISIONAL COURT
130 Queen St. W., Rm. 171
Toronto M5H 2N5
416-327-5100
Fax 416-327-5080
HOURS: 8:30-4:45

The Divisional Court has the jurisdiction to hear civil **appeals** from administrative tribunals and the Small Claims Court as well as applications for judicial review. This court sits in Toronto, Ottawa, London, Milton, Newmarket, Thunder Bay, Sudbury and Hamilton. The telephone numbers for the regional offices outside Toronto are Ottawa 613-239-1105, London 519-660-3026, Milton 905-878-7281, Newmarket 905-853-4809, Thunder Bay 807-343-2725, Sudbury 705-671-5958 and Hamilton 905-528-6708.

COURT OFFICES

TORONTO REGION
ONTARIO COURT (GEN DIV), ENFORCEMENT OFFICE
361 University Ave., Rm. 108
Toronto M5G 1T3
416-327-5600
Fax 416-327-5272
HOURS: 8:30-4:45

The Ontario Court (General Division), **Enforcement** Office handles the enforcement of civil orders and judgments directed to the sheriff, service of process, and eviction. This office is also responsible for the calling and empanelling of juries and putting **writs** of execution into effect.

COURT OFFICES

TORONTO REGION
ONTARIO COURT (GEN DIV), FAMILY LAW OFFICE
393 University Ave., 10th Flr.
Toronto M5G 1E6
416-327-5542
Fax 416-327-6137
OTHER LANGUAGES: French
HOURS: 8:30-4:45

The Ontario Court (General Division), Family Law Office handles claims, motions and applications filed under the **Divorce** Act, Family Law Reform Act, and Children's Law Reform Act. The office deals with access, support and custody issues, division of property, and issues petitions for divorce and certificates of divorce for the Toronto Region.

COURT OFFICES

TORONTO REGION
ONTARIO COURT (GEN DIV), LANDLORD AND TENANT OFFICE
361 University Ave., Rm. 109
Toronto M5G 1T3
416-327-5447
Fax 416-327-0900

The Ontario Court (General Division), Landlord and Tenant Office issues, files and schedules hearings under the Landlord and Tenant Act on residential tenancies located in Metropolitan Toronto.

COURT OFFICES

TORONTO REGION
ONTARIO COURT (GEN DIV), MASTER'S OFFICE
393 University Ave., 10th Flr.
Toronto M5G 1E6
416-327-5481
Fax 416-327-5484
HOURS: 8:30-4:45

The Masters are judicial officers who have jurisdiction to consider certain motions in Ontario Court (General Division) proceedings. They also handle matters filed under the Construction Lien Act and Reference Act. In addition to Toronto, Master's Offices are located in Windsor and Ottawa.

COURT OFFICES

TORONTO REGION
ONTARIO COURT (GEN DIV), MOTIONS, MASTERS AND RECORDS
393 University Ave., 10th Flr.
Toronto M5G 1E6
416-327-5463
Fax 416-327-5527
HOURS: 8:30-4:45

The Ontario Court (General Division), Motions, Masters and Records office issues applications and handles civil motions (excluding family law matters) to be heard by a judge or a master of the Ontario Court (General Division). Appointments by counsel for motions exceeding 2 hours must be obtained from this office. Motions under 2 hours can be heard on any sitting day provided material is filed in the Motions Court Office prior to 2:00 pm on the day before the hearing.

COURT OFFICES

TORONTO REGION
ONTARIO COURT (GEN DIV), TRIAL OFFICE, CIVIL
393 University Ave., 6th Flr.
Toronto M5G 1E6
416-327-5606
416-327-6127 Pre-trial inquiries
Fax 416-327-5698 Pre-trial
Fax 416-327-5697 Trial office

The Ontario Court (General Division), Trial Office, Civil schedules all civil actions for pretrial and trial.

COURT OFFICES

TORONTO REGION
ONTARIO COURT (GEN DIV), TRIAL OFFICE, CRIMINAL
361 University Ave., Rm. 408
Toronto M5G 1T3
416-327-5606
Fax 416-327-6341
HOURS: 8:30-4:45

The Ontario Court (General Division), Trial Office, Criminal schedules pre**trials**, bail reviews, applications and trials for criminal actions, with the exception of federal indictments (drug offences) which are scheduled by the Federal Criminal Trial Coordinator (416-327-5419).

COURT OF APPEAL FOR ONTARIO
Chief Justice of Ontario
130 Queen St. W., Rm. 171
Toronto M5H 2N5
416-327-5020
Fax 416-327-5032
OTHER LANGUAGES: French
HOURS: 8:30-4:45

The Court of Appeal for Ontario is the highest appellate court in the province. It hears criminal and civil **appeals** and sits primarily in Toronto.

ONTARIO COURT (GENERAL DIVISION)
Chief Justice's Office
130 Queen St. W.
Toronto M5H 2N5
416-327-5000
416-327-6209 (French)
OTHER LANGUAGES: French
HOURS: 8:30-4:45

The Ontario Court (General Division) has jurisdiction in both criminal and civil cases. The majority of cases involving amounts not exceeding $6,000 are brought to the Small Claims Court. The Ontario Court (General Division) hears proceedings pursuant to a variety of statutes, including: the **Landlord and Tenant** Act, Family Law Act and Mental Incompetency Act. Persons rarely appear without legal counsel. In many cases, either party may select trial by judge and **jury**. Criminal jurisdiction involves handling **trials**, with or without a jury, for most indictable offences.

The Enforcement offices carry out orders of the Ontario Court (General Division), arising out of civil proceedings. Responsibilities include summoning jurors for jury duty in these **courts**, enforcing **writs** of execution and serving **documents** on behalf of the legal profession and the public.

The court also handles contested claims against estates, will trials, applications under the Succession Law Reform Act and to prove the validity and contents, estate and trust audits, interpretation and variations of wills and trusts, all proceedings relating to mental incompetency including declarations, directions and audits. For information, contact the Ontario Court (General Division) listed alphabetically under Court Offices, Ministry of the Attorney General. The Ontario Court (General Division) exercises its jurisdiction in estate matters. Certificates of Appointment of an Estate Trustee with respect to the estates of persons who die, with or without a will, are given by the court.

The Small Claims Court provides a convenient and inexpensive way to settle disputes over goods and services, and collect outstanding debts for amounts not exceeding $6,000.

Procedures are informal, lawyers are not required, although their services may be used. Court staff may assist in the filing of a claim or defence. The Small Claims Court offices are listed under Court Offices, Ministry of the Attorney General.

Referees of the Small Claims Court conduct terms of payment, motion to release garnishments, consolidation orders, examination, accounting and pre-trial hearings. These services are available at many of the Small Claims Courts throughout the province. For confirmation of availability, please contact the specific court office listed in your region under the heading Court Offices.

ONTARIO COURT (PROVINCIAL DIVISION)
Chief Judge's Office
1 Queen St. E., Ste. 2600
P. O. Box 91
Toronto M5C 2W5
416-327-5660
HOURS: 8:30-4:45

Sittings are held on a regular basis at approximately 149 locations throughout the province. Addresses are the same as for the Ontario Court (Provincial Division), and can be found under Court Offices, Ministry of the Attorney General.

The Ontario Court (Provincial Division) has been created out of a merger of the former Provincial Court (Criminal Division), the Provincial Court (Family Division) and the Provincial **Offences** Court.

On its criminal law side, the court renders the final disposition in approximately 95 percent of all matters under the Criminal Code of Canada and other federal statutes. This includes **prosecutions** of Young Offenders (persons charged with criminal or other federal offences allegedly committed while aged from 12 to less than 18 years).

Persons accused of indictable offences that are neither within the absolute jurisdiction of a provincial judge nor customarily tried before the Ontario Court of Justice (General Division) may elect to be tried before a provincial judge, or a judge of the General Division sitting alone, or a judge of the General Division sitting with a jury. For **bail** procedures to release a person from custody, contact a justice of the peace at the appropriate court office or branch office; in Toronto, the Bail Office number is 416-327-5187.

The Ontario Court (Provincial Division) also renders final disposition for offences under the statutes and regulations of Ontario and **municipal** by-laws, excluding parking infractions. These proceedings are conducted before a provincial judge or a justice of the peace. The Provincial Offences Act governs the procedure for the prosecution of all provincial offences (such as the Highway **Traffic** Act or the **Liquor** Control Act) and offences under municipal by-law, excluding parking infractions. A person charged may choose one of three options: payment out of court, a plea of not guilty or a plea of guilty with an explanation. The Act also provides for proceedings to be brought to court for more serious offences.

Inquiries about payment of **parking tags** issued by municipal police should be directed to the local police, since procedures vary throughout the province. Parking tags issued by the Metropolitan Toronto Police are payable at the municipal office or any bank in the province.

For inquiries on payment of **fines** following conviction and driver licence suspension for non-payment of fines, call the Ontario Court (Provincial Division) in Toronto, 416-327-5675.

The Defaulted Fines Control Centre monitors court orders suspending **drivers' licences** and denial of vehicle plate renewals for non-payment of fines under the Highway Traffic Act. Information is provided about the fines and procedures for clearing suspensions. The centre does not deal with traffic fines for drivers whose licences have not been suspended. For this information, contact the appropriate local Ontario Court (Provincial Division) office, listed under Court Offices.

The Ontario Court (Provincial Division) also deals with the following aspects of family law in most counties/districts of the province: custody of and access to **children**, enforcement of custody and access orders (whether made in or out of Ontario) under the Children's Law Reform Act; **support** orders for spouses, children and destitute parents under the Family Law Act; rules of the Ontario Court (Provincial Division) and the Reciprocal Enforcement of Support Orders Act; protection of neglected and abused children, secure treatment of children with mental disorders and adoption under the Child and Family Services Act; review of certain decisions of the Registrar General of Vital Statistics relating to applications for change of name under the Change of Name Act; and dispensing with parental consent to marriage of minors over the age of sixteen years under the Marriage Act. Divorces and matters relating to property division may not be dealt with in this court, but must be heard in the Ontario Court (General Division) or in the Family Court branch of the Ontario Court of Justice (General Division) which is available in Hamilton, London, Barrie, Kingston and Napanee. Some Family **Courts** also deal with Young Offender matters.

There is at least one court office in each county/district. The Ontario Court (Provincial Division) holds sittings on a regular basis at approximately 150 locations throughout the province. For a list of the court addresses, see Court Offices, Ministry of the Attorney General.

CRIMINAL LAW DIVISION

720 Bay St., 9, 10 & 11th Flrs.
Toronto M5G 2K1
416-326-2400 9th floor
416-326-4600 10th floor
416-326-4000 11th Floor
Fax 416-326-2423 9th floor
Fax 416-326-4656 10th floor
Fax 416-326-2063 11th floor
HOURS: 8:30-4:45

The Criminal Law Division's management structure is organized so that decision making and service to the general public are divided among three head office directors and six Directors of Crown Operations. The directors and Directors of Crown Operations report to the Assistant Deputy Attorney General Criminal Law.

CRIMINAL INJURIES COMPENSATION BOARD

439 University Ave., 4th Flr.
Toronto M5G 1Y8
416-326-2900
1-800-372-7463 (Toll-free)
Fax 416-326-2883
OTHER LANGUAGES: French
HOURS: 8:30-4:30

The Criminal **Injuries Compensation** Board provides compensation to eligible applicants when a person is injured or killed in Ontario as the result of an act of criminal violence.

CROWN ATTORNEYS

Crown attorneys are responsible for conducting **prosecutions** of **offences** under the **Criminal Code of Canada** and other federal statutes, such as the **Young Offenders** Act. Prosecutions are also conducted under provincial statutes, such as the Highway Traffic Act and the **Liquor** Licence Act. Exercising the Attorney General's discretionary powers with respect to prosecutions, Crown attorneys and their assistants choose the appropriate charges on which to proceed, appear on bail hearings and conduct **trials** at all levels of court.

Crown attorneys also watch over private summary conviction prosecutions, intervene, if required, in the interests of justice and represent the Crown in all summary conviction appeals held in the general courts. Additional responsibilities include acting as counsel to the coroner and advising the **police**, **lawyers** and the public on general matters related to the administration of justice.

Crown attorneys are appointed for each county/regional municipality and are organized into six regions across Ontario headed by Directors of Crown Operations.

Central West Region, Director of Crown Operations
Court House
50 Main St. E.
Hamilton L8N 1E9
905-308-7227
Fax 905-308-7224
HOURS: 8:30-4:45

West Region, Director of Crown Operations
150 Dufferin Ave., Ste. 202
London N6A 5N6
519-661-2883
Fax 519-661-2887
HOURS: 8:30-4:45

Central East Region, Director of Crown Operations
1091 Gorham St., 2nd Flr., Ste. 201
Newmarket L3Y 7V1
905-836-5624
Fax 905-836-5620
HOURS: 8:30-4:45

East Region, Director of Crown Operations
Court House
161 Elgin St., Ste. 3225
Ottawa K2P 2K1
613-239-1222
Fax 613-239-1420
OTHER LANGUAGES: French
HOURS: 8:30-4:45

North Region, Director of Crown Operations
159 Cedar St., 5th Flr.
Sudbury P3E 6A5
705-675-4166
Fax 705-675-4172
OTHER LANGUAGES: French
HOURS: 8:30-4:45

Toronto Region, Director of Crown Operations
720 Bay St., 6th Flr.
Toronto M5G 2K1
416-326-4487
Fax 416-326-4488
HOURS: 8:30-4:45

CROWN LAW OFFICE CRIMINAL
720 Bay St., 10th Flr.
Toronto M5G 2K1
416-326-4600
Fax 416-326-4656
OTHER LANGUAGES: French
HOURS: 9:00-4:30

The Crown Law Office Criminal is responsible for providing legal representation for the Crown in right of Ontario in respect of the following criminal matters: the carriage of all criminal appeals involving indictable **offences** in the Ontario Court of Appeal and in the Supreme Court of Canada and all applications for bail pending these appeals, major fraud and commercial **crime prosecutions**, special prosecutions (involving major allegations of wrongdoing in the administration of justice and inquests arising out of such cases), review and coordination of dangerous offender applications, wiretap applications, Witness Protection Program, mutual legal assistance and extradition requests, interprovincial transfer of charges, proceeds of crime, freedom of information requests involving criminal matters, criminal law policy development, and Criminal Justice Advice Service Line to inform callers of procedure to follow in cases of racially motivated crimes of violence where police have not laid charges.

DIVISIONAL PLANNING AND ADMINISTRATION
720 Bay St., 9th Flr.
Toronto M5G 2K1
416-326-2400
Fax 416-326-2423
HOURS: 8:45-5:00

Divisional Planning and Administration has the responsibility for providing advice and analysis of new administrative, operational and legislative initiatives to the Assistant Deputy Attorney General Criminal Law, and to members of the Divisional Management Committee. The branch also has the organizational responsibility for providing financial and human resource data collection and analysis, and coordination of technology requirements for the Criminal Law Division. The branch has responsibility for organizing community mental health agencies/court linkages for the diversion of mentally disordered offenders as well as involvement in pre and post-charge adult diversion pilots. The branch manages data bases on the high risk offenders flagging system and mentally disordered accused under the jurisdiction of the Ontario Criminal Code Review Board.

VICTIM/WITNESS ASSISTANCE PROGRAMME
720 Bay St., 9th Flr.
Toronto M5G 2K1
416-326-2429
Fax 416-326-2857
OTHER LANGUAGES: French
HOURS: 8:30-5:00

The Victim/Witness Assistance Programme provides **victims** and **witnesses** of crime with information and assistance throughout the court process. The programme operates in the following sites in the Province of Ontario: Etobicoke, Hamilton, Kenora, Kingston, London, Newmarket, Ottawa, Pembroke, Scarborough, Sudbury, Toronto - Old City Hall - Child Abuse Court, Windsor and Belleville, and is designed to provide a comprehensive service to victims and witnesses of crime in an effort to enhance their understanding of and participation in the criminal justice system.

The Victim/Witness Assistance Coordinators work with the local Crown attorney to provide two general types of service: direct victim/witness assistance, such as offering emotional support to victims, providing courtroom orientation, explaining legal terminology, acting as a liaison on behalf of victims/witnesses with police and the Crown as well as referring victims to community agencies for counselling and other support services; and public education activities and community coordination for the development of services for victims of crime.

The Victim/Witness Assistance Programme has developed an information and activity book for child witnesses which is available in both French and English. The programme brochure is available in 13 languages.

235 Pinnacle St.
Belleville K8N 3A9
613-962-3005
Fax 613-968-6095

80 The East Mall, 1st Flr.
Etobicoke M8Z 5X6
416-314-3944
Fax 416-314-3949
OTHER LANGUAGES: Other Languages Available Through Court Interpretation and Translation Office
HOURS: 8:30-4:45

Ontario Court (Provincial Division)
125 Main St. E., 2nd Flr.
Hamilton L8N 3Z3
905-577-8438
Fax 905-546-3894
OTHER LANGUAGES: Other Languages Available Through the Court Interpretation and Translation Office
HOURS: 8:30-4:45

Court House
216 Water St.
Kenora P9N 1S4
807-468-2839
Fax 807-468-2840
OTHER LANGUAGES: Other Languages Available Through the Court Interpretation and Translation Office
HOURS: 8:30-4:45

MacDonald Cartier Bldg.
279 Wellington St., 2nd Flr.
Kingston K7K 6E1
613-548-6213
Fax 613-548-6207
OTHER LANGUAGES: French, Other Languages Available Through the Court Interpretation and Translation Office
HOURS: 8:30-4:45

Court House
80 Dundas St., Main Flr. Unit B
London N6A 2P3
519-660-3041
Fax 519-660-3087
OTHER LANGUAGES: Other Languages Available Through the Court Interpretation and Translation Office
HOURS: 8:30-4:45

Newmarket Court House
50 Eagle St. W., 4th Flr.
Newmarket L3Y 6B1
905-853-4818
Fax 905-853-4849
OTHER LANGUAGES: Other Languages Available Through the Court Interpretation and Translation Office
HOURS: 8:30-4:45

Courthouse
161 Elgin St., Rm. 1179
Ottawa K2P 2K1
613-239-1229
Fax 613-239-1214
OTHER LANGUAGES: French, Other Languages Available Through the Court Interpretation and Translation Office
HOURS: 8:30-4:45

77 Mary St., 2nd Flr.
Pembroke K8A 5V4
613-732-2035
Fax 613-735-2843
OTHER LANGUAGES: Other Languages Available Through the Court Interpretation and Translation Office
HOURS: 8:15-4:30

Scarborough Provincial Courthouse
1911 Eglinton Ave. E.
Scarborough M1L 2L8
416-325-0351
Fax 416-325-0353
OTHER LANGUAGES: Other Languages Available Through the Court Interpretation and Translation Office
HOURS: 8:30-4:45

Sudbury Courthouse
155 Elm St. W., Basement
Sudbury P3C 1T9
705-671-5956
Fax 705-675-4146
OTHER LANGUAGES: French, Other Languages Available Through the Court Interpretation and Translation Office
HOURS: 8:30-4:45

Old City Hall
60 Queen St. West, Rm. 341A
Toronto M5H 2M4
416-327-5959
Fax 416-327-6068

Westcourt Bldg.
251 Goyeau St., 4th Flr., Ste. 410B
Windsor N9A 6V2
519-253-2897
Fax 519-253-1813
OTHER LANGUAGES: Other Languages Available Through the Court Interpretation and Translation Office
HOURS: 8:30-4:45

INTEGRATED JUSTICE CORPORATE SERVICES DIVISION

720 Bay St., 11th Flr.
Toronto M5G 2K1
416-326-2612
Fax 416-326-2326
HOURS: 9:00-5:00

The Integrated Justice Corporate Services Division is responsible for administrative policy development, financial and administrative standards and policy, and provision of corporate support services for the Ministry of the Attorney General and the Ministry of the Solicitor General and Correctional Services. In addition, the division provides administrative support to the following agencies, boards and commissions: Assessment Review Board, Office of the Police Complaints Commissioner and Board of Inquiry.

AUDIT AND QUALITY ASSURANCE BRANCH

777 Memorial Ave., 2nd Flr.
Orillia L3V 7V3
905-329-6740
Fax 705-329-6762
HOURS: 9:00-4:45

This branch is responsible for the Ministry of the Attorney General and the Ministry of Solicitor General and Correctional Services's audit functions, which include comprehensive review and appraisal of financial, administrative and operational records, systems and controls.

200 First Ave. W., 4th Flr.
North Bay P1B 9M3
705-494-3428
705-494-3440

FACILITIES BRANCH
720 Bay St., 2nd Flr.
Toronto M5G 2K1
416-326-4002
Fax 416-326-4029
OTHER LANGUAGES: French
HOURS: 8:00-5:00

The Facilities Branch is responsible for the planning and provision of all courthouses and office accommodations for the Ministry of the Attorney General. In addition, the branch is responsible for the provision of accommodation services for the Ontario Provincial Police and the Ministry of the Solicitor General and Correctional Services. The Capital Planning Section of the branch oversees the implementation of major capital projects, strategic planning for facilities, architectural services and major lease consolidations. The Accommodation Section implements the ministries' province-wide minor capital accommodation projects in government-owned and leased premises.

Lincoln M. Alexander Bldg.
777 Memorial Ave.
Orillia L3V 7V3
705-329-6800
Fax 705-329-6808

FINANCIAL AND ADMINISTRATIVE SERVICES BRANCH
720 Bay St., 5th Flr.
Toronto M5G 2K1
416-326-4400
Fax 416-326-4312

The Financial and Administrative Services Branch provides financial and administrative support services to the Ministry of the Attorney General and the Ministry of the Solicitor General and Correctional Services and its agencies. The Branch has ministry-wide responsibilities for the following functions:

Payables - Processing of transactions include invoice payments, travel claims, contract payments and inter/intra ministry journals. Toronto 416-326-4375, 416-326-4327, North Bay705-494-3120.

Revenue/Receivables - Processing of transactions include revenue deposits/refunds, GST/PST submissions, special purpose and accountable advance accounts, expenditure refunds, sale invoicing, compassionate allowances, accounts receivable, collections, cost sharing, revenue estimates, banking procedures and emergency payments. North Bay 705-494-3110, Toronto 416-326-4375, 416-326-4325.

Financial Policies and Procedures - production/user support for financial systems, new technology projects, financial system interfaces and standards, financial application development, consultation regarding signing authorities, production and control of manuals, establishment of appropriate financial and administrative policies and procedures to ensure compliance with central agency policies and guidelines. North Bay 705-494-3257, Toronto 416-326-4309.

Financial Quality Assurance - Financial controllership including account validation, attest functions, chart of accounts, credit/charge card administration and payroll post audit. Reconciliation of suspense accounts, CORPAY, ODOE, statutory deductions, payroll journals and T4/T4A's. North Bay 705-494-3058.

Procurement - Establishing a framework for the maintenance of an equitable procurement system where quality and economies are acquired from the widest range of potential suppliers. Other services include management of insurance, assets, air travel, mail and print operations and directory coordination. Toronto 416-327-4071, North Bay 705-494-3162, Orillia 705-329-6834.

Compensation - Payroll transaction processing including self-funded and other types of leaves of absence, garnishment, overtime, merit increases and salary revisions, severance packages, short term sickness and grievance settlement payments; administration of direct deposit and provision of support and training for decentralization input. Orillia 705-329-6787, 705-329-6788, North Bay 705-494-3140, Toronto 416-326-4352.

Law Library - Provides library services to lawyers in Government of Ontario, including Crown Attorneys, the seconded legal services, the Agencies, Boards and Commissions. These services include for example, reference and research services and instruction on conducting legal research to ministry staff. Toronto 416-326-4566, 416-326-4562.

Central Registry - Provides a centralized file tracking system for handling legal records keeping for civil and criminal files by registering, tracking, storing, retrieving and managing litigation/case files, options, legislative and policy matters. Toronto 416-325-4682, 416-326-4082. Fax 416-326-4082.

FREEDOM OF INFORMATION AND PROTECTION OF PRIVACY OFFICE
720 Bay St., 5th Flr.
Toronto M5G 2K1
416-326-4300
Fax 416-326-4307
HOURS: 8:30-4:30

The Freedom of Information and Protection of Privacy Office (FOI) coordinates the implementation and administration of the Freedom of Information and Protection of Privacy Act for the ministries of the Attorney General and the Solicitor General and Correctional Services. Responsibilities include developing policies, procedures and guidelines; coordinating and responding to access requests from the public; dealing with appeals and mediation processes; preparing statistical reports and ensuring adherence to privacy provisions and other legislative requirements of the Act.

200 First Ave. West, 4th Flr.
P.O. Box 4100
North Bay P1B 9M3
705-494-3080
Fax 705-494-3081

OFFICE OF THE COORDINATOR OF FRENCH LANGUAGE SERVICES
720 Bay St., 2nd Flr.
Toronto M5G 2K1
416-326-4054
Fax 416-326-4782
OTHER LANGUAGES: French
HOURS: 8:30-5:00

The Office of the Coordinator of French Language Services monitors and advises ministry employees as they act on the government's legislated use of the French language in the delivery of services, within the framework of ministry programs and activities, pursuant to the French Language Services Act, the Courts of Justice Act and the Criminal Code.

The office also provides or coordinates certain services directly: translation, complaint investigation and resolution, and linguistic proficiency evaluations. The Coordinator of French Language Services liaises with the francophone community and representatives of francophone professional organizations and acts as a liaison between the community and the ministry.

INTEGRATED JUSTICE INFORMATION TECHNOLOGY DIVISION

18 King St. E., 18th Flr.
Toronto M5C 2X1
416-326-6950
Fax 416-326-1104

The Integrated Justice Technology Division is responsible for the promotion, development, maintenance and operation of information technology, with the goal of increasing the efficiency and effectiveness of the ministries of the Attorney General and the Solicitor General and Correctional Services, and other client groups they serve through development and utilization of information technology resources.

The Integrated Justice Information Technology Division has dual responsibility for both the Ministry of the Solicitor General and Correctional Services and the Ministry of the Attorney General. For complete details, refer to the Ministry of the Solicitor General and Correctional Services listings.

OFFICE OF LEGISLATIVE COUNSEL

Whitney Block
99 Wellesley St. W., 3rd Flr., Ste. 3600
Toronto M7A 1A2
416-326-2841
Fax 416-326-2806
OTHER LANGUAGES: French
HOURS: 9:00-4:30

The Office of **Legislative** Counsel provides bilingual legislative drafting services to members of the Legislative Assembly (MPPs), government ministers and ministry officials. The office prepares both **bills** and regulations. It also maintains a public filing office for regulations and publishes legislative materials.

For information on the status of bills from the current and previous sessions of the Legislature (including dates of first, second and third readings, referrals to committees, Royal Assents and proclamations), call the Office of the Clerk, Journals Branch, at 416-325-7350.

To obtain copies of bills, statutes and regulations, contact Publications Ontario, at 880 Bay St., Toronto, M7A 1N8, 416-326-5320 (see entry under Management Board of Cabinet).

For information on statutes and regulations, you may also consult the following materials, available in public libraries and law libraries: Revised Statutes of Ontario, 1990 (see User's Guide at page 9 of volume 12); Revised Regulations of Ontario, 1990; The Ontario Gazette; annual statute volume (see updating tables at end of volume).

PUBLIC LAW AND POLICY DIVISION

720 Bay St., 11th Fl.
Toronto M5G 2K1
416-326-2621
Fax 416-326-6996

The Public Law and Policy Division provides policy and legislative support and advice to the Attorney General. The division also provides legal representation for the Crown in right of Ontario before all courts and tribunals in the province in all areas of constitutional and civil law, and legal services to the government and its agencies. This division is responsible for the supervision and coordination of all counsel in the Crown Law Office Civil, the Constitutional Law Branch, Policy Branch, and in the Seconded Legal Services branches in all other ministries of the government.

CONSTITUTIONAL LAW BRANCH
720 Bay St., 7th Flr.
Toronto M5G 2K1
416-326-4460
Fax 416-326-4015
OTHER LANGUAGES: French
HOURS: 8:30-5:00

The **Constitutional** Law Branch advises the Attorney General and all ministries on constitutional questions, including division of powers, aboriginal and Charter of Rights issues. The branch also reviews **litigation** in which constitutional questions are raised in Ontario courts, the Federal Court of Canada and the Supreme Court of Canada. Where advisable, branch counsel appears in such litigation to represent the Attorney General of Ontario as a party or intervenor, or to represent the affected ministry of the Government of Ontario.

CROWN LAW OFFICE CIVIL
720 Bay St., 8th Flr.
Toronto M5G 2K1
416-326-4008
Fax 416-326-4181
HOURS: 8:30-5:00

The Crown Law Office Civil provides the Ontario Government with legal services for civil **litigation** matters in all levels of courts, boards and tribunals. Professional advice and legal opinions are offered to government ministries, agencies and tribunals on a variety of subjects, including interpretation of provincial **legislation**.

POLICY BRANCH
720 Bay St., 7th Flr.
Toronto M5G 2K1
416-326-2500
Fax 416-326-2699
OTHER LANGUAGES: French
HOURS: 8:30-4:30

The Policy Branch's functions include **research** and analysis of all aspects of the administration of civil justice in Ontario, continual review of the statutes administered by the ministry, development of its legislative program and advice to the Attorney General and the Deputy Attorney General on the progress of **bills** during enactment of **legislation**. The branch also advises on the policy and funding of legal aid and coordinates the ministry's programs and litigation strategy on aboriginal issues.

PUBLIC LAW AND POLICY SECRETARIAT
720 Bay St., 11th Flr.
Toronto M5G 2K1
416-326-2621
Fax 416-326-6996
HOURS: 8:30-5:00

The Public Law and Policy Secretariat supports the Assistant Deputy Attorney General and the Public Law and Policy Division in strategic analysis and advice, setting policies and standards, service management, and corporate planning processes including estimates, business planning and business plan projects, performance management, systems and technology, human resources, divisional team building and learning strategies.

SOCIAL JUSTICE SERVICES DIVISION

720 Bay St., 11th Flr
Toronto M5G 2K1
416-326-9901
Fax 416-326-1366

The Social Justice Services Division (SJSD) oversees the administration, coordination and delivery of the ministry's social justice programs across Ontario. Programs include the Office of the Public Guardian and Trustee, the Children's Lawyer, the Family Support

Plan, the Supervised Access Program and the Accountant of the Ontario Court (General Division). In addition, the SJSD has responsibility for the Victims of Abuse in Provincial Institutions office and the ministry's relationship to the Ontario Legal Aid Plan.

ACCOUNTANT OF THE ONTARIO COURT (GENERAL DIVISION)
595 Bay St., Ste. 808
Toronto M5G 2N3
416-314-2477
Fax 416-314-2481.
OTHER LANGUAGES: French
HOURS: 8:30-4:45

The Accountant of the Ontario Court (General Division) office is the depository for all money, **mortgages** and **securities** paid into, or lodged with, the Ontario Court (General Division). These monies, mortgages and securities are received and disbursed or released pursuant to judgments and orders of the Ontario Court (General Division), and, in accordance with the **Courts** of Justice Act, 1984, and other relevant statutes. Where monies are in court to the credit of infants, this office administers the funds until the minor reaches the age of majority.

CHILDREN'S LAWYER
393 University Ave., 14th Flr.
Toronto M5G 1W9
416-314-8000
Fax 416-314-8050
OTHER LANGUAGES: French, Interpreters/Translators Retained as Required
HOURS: 8:30-5:30

The office of the **Children**'s Lawyer (formerly the Official Guardian) investigates, advocates, protects and represents the personal and property rights and obligations of persons under a disability at law, usually minors, in proceedings before the courts and tribunals of Ontario.

The Children's Lawyer provides legal services primarily for children under various legislation, including section 112 and 89(3) Courts of Justice Act, the Rules of the Courts, the Child and Family Services Act and the Parens Patriae jurisdiction of the Ontario Court (General Division).

Note: In representing the interest of our child clients, it is our normal business practice to determine if the Office of the Children's Lawyer was involved with the parties or the children in any prior proceedings and to look at and use relevant information contained in those files.

FAMILY SUPPORT PLAN
P.O. Box 220
Downsview M3M 3A3
1-800-267-4330 (Toll-free) (Customer Service Associates)
416-326-1817 (Customer Serv. Assoc. in Greater Toronto)
1-800-267-7263 (Toll-free) (Automated Info)
416-326-1818 (Automed Info in Greater Toronto)
1-800-463-3533 (Toll-free) (Hot Line)
416-240-2414 (TTY)
Fax 416-240-2401
OTHER LANGUAGES: French, Spanish, Latin, Italian, Cantonese, Hindi/Marathi
HOURS: 8:30-5:00 

The primary reason that the Ontario Government enacted the Family Support Plan Act on March 1, 1992, is that there was an extremely high rate of default on family support payments. The high cost associated with **enforcement** prohibits many people who are legally entitled to support from taking the necessary steps to ensure that support obligations are honoured.

The Family Support Plan enforces custody and support orders, as well as support and custody provisions in marriage contracts, cohabitation agreements, paternity agreements and separation agreements that have been filed with the courts.

One Centralized location locates missing support payers and processes the transfer of support payments. An automated telephone inquiry system responds daily to a heavy volume of clients seeking information on their cases. The reciprocity office is responsible for processing all foreign orders sent to Ontario for both confirmation of the support amount ordered and for enforcement, as well as for processing Ontario orders sent out to foreign reciprocating jurisdictions for confirmation and enforcement. The Central Authority under the Hague Convention is responsible for the administration of the International Hague Convention Treaty regarding child abduction cases.

The transfer of support payments has been made easier and faster by offering such options as direct deposit, voluntary arrears payment schedules, payroll deduction, telebanking, and in the near future, payments at banks and kiosks, and pre-authorized payment plans.

The Family Resonsibility and Support Arreas Enforcement Act, 1996 is expected to be proclaimed as law in early 1997. This will change the name of the program to the Family Resonsibility Office.

OFFICE OF THE PUBLIC GUARDIAN AND TRUSTEE
595 Bay St., Ste. 800
Toronto M5G 2M6
416-314-2800
1-800-366-0335 (Toll-free)
Fax 416-314-2695 legal
Fax 416-314-2716 general inquiry
OTHER LANGUAGES: French
HOURS: 8:30-4:30

With the proclamation of the Substitute Decisions Act, 1992, and the Health Care Consent Act, 1995, the Office of the Public Guardian and Trustee has expanded its services to vulnerable adults from property (**financial**) matters into the field of guardianship for personal care.

This office is responsible for administering the assets of financially incapable individuals, many of whom reside in psychiatric **hospitals**, chronic care hospitals and nursing homes pursuant to the provisions of the **Mental Health** Act and the Substitute Decisions Act; the **estates** of deceased persons in Ontario who die **intestate** without any adult heirs living in the province pursuant to the Crown Administration of Estates Act; the assets of estates as appointed executor under a will; assets as grantee of powers of attorneys; assets as trustee under various provincial and federal legislation such as the Family Benefits Act, Old Age Security Act, Canada Pension Plan and various other pieces of legislation; the charities law in the Province of Ontario as it ensures general compliance by all **charitable** organizations, pursuant to the provisions of the Charities Accounting Act and the Charitable Gifts Act.

Other responsibilities of the Office of the Public Guardian and Trustee are as receiver and administrator of assets forfeited to the Province of Ontario pursuant to the **Corporations** Act, and the Escheats Act; funds received as perpetual care deposits for **cemeteries** in Ontario pursuant to the Cemeteries Act.

The Public Guardian and Trustee acts as a last resort **substitute decision maker** for all medical or dental treatment prescribed for individuals who are unable to consent to such treatment by reason of mental incapacity and where no other individual is capable or available for providing consent pursuant to the Health Care Consent Act.

The Public Guardian and Trustee also acts as litigation guardian for individuals involved in court proceedings who are unable to instruct counsel by reason of incompetency.

Office of the Public Guardian and Trustee
119 King St. W., 9th Flr.
Hamilton L8P 4Y7
905-546-8300
1-800-891-0502 (Toll-free)
Fax 905-546-8301
OTHER LANGUAGES: French
HOURS: 8:30-4:30

Office of the Public Guardian and Trustee
401 Clarence St., 3rd Flr.
London N6A 3M6
519-660-3140
1-800-891-0504 (Toll-free)
519-660-3140 (French)
Fax 519-660-3148
OTHER LANGUAGES: French
HOURS: 8:00-5:00

Office of the Public Guardian and Trustee
244 Rideau St., 3rd Flr.
Ottawa K1N 5Y3
613-241-1202
1-800-891-0506 (Toll-free)
613-241-1202 (French)
Fax 613-241-1567
OTHER LANGUAGES: French
HOURS: 8:30-4:30

Office of the Public Guardian and Trustee
199 Larch St., Ste. 602
Sudbury P3E 5P9
705-688-3185
1-800-891-0503 (Toll-free)
705-688-3185 (French)
Fax 705-688-3193
OTHER LANGUAGES: French
HOURS: 8:30-4:30

ONTARIO LEGAL AID PLAN
375 University Ave., 4th Flr.
Toronto M5G 2G1
416-979-1446 provincial office
1-800-668-8258 (Toll-free)
416-598-8867 (TTY)
Fax 416-979-8669
OTHER LANGUAGES: French
HOURS: 9:00-5:00

The **legal aid** certificate program of the Ontario Legal Aid Plan (**OLAP**) is administered by the Legal Aid Committee of the **Law Society of Upper Canada**. The Legal Aid Act ensures that no one is denied the services of a lawyer in serious criminal matters for lack of money. In addition, low income applicants with meritorious family claims receive legal aid. Every Ontario resident, and in certain cases, non-residents requiring legal assistance in Ontario, may apply for legal aid. Qualification is based on financial need and the type of case. The applicant might pay nothing, a portion, or all costs of the legal aid depending on his or her financial situation. The legal aid certificate entitles a person to retain a lawyer, who will be reimbursed by OLAP.

A separate committee, the Clinic **Funding** Committee, administers funding to 72 community legal clinics providing poverty legal services in welfare, unemployment insurance, landlord/tenant and workers' compensation to their communities. In addition to general poverty law services, several clinics specialize in meeting the needs of particularly disadvantaged groups such as the disabled, the elderly, children and youth, and visible and linguistic minorities.

The Nishnawbi Aski Legal Aid Services Corporation is also an entity funded by the Legal Aid Plan, providing legal aid to members of the Nishnawbi Aski First Nations, both on and off reserves.

Student legal aid societies in six Ontario law schools are also funded by the plan. General information on OLAP is available from the main office address. To apply for legal aid, contact the local OLAP or clinic office listed under Legal Aid in the white pages of telephone directories.

Clinic Funding Office
375 University Ave., 8th Flr.
Toronto M5G 2G1
416-979-1446 provincial office
1-800-668-8258 (Toll-free)
416-598-8867 (TTY)
Fax 416-979-8669
OTHER LANGUAGES: French
HOURS: 9:00-5:00

SUPERVISED ACCESS PROGRAM
393 University Ave., 14th Flr.
Toronto M5G 1W9
416-314-8075
Fax 416-314-8050
OTHER LANGUAGES: French, Italian
HOURS: 9:00-4:30

The Ministry of the Attorney General provides funding to and coordinates 14 supervised access centres across the province. The centres provide a safe, neutral, child-focused setting for visits or exchanges between a child and non-custodial parent in situations where there are concerns about the safety and well-being of the child. In situations involving wife assault, the centres also provide protection for women.

Program staff provide factual observation reports to the court and/or lawyers, upon request, regarding the participants' use of the service.

Supervised Access Services for Hastings & Prince Edward Counties
264 Front St.
Belleville K8N 2Z2
613-968-7362
Fax 613-968-5786

Family Visit Centre
8 Nelson St. W., Ste. 204
Brampton L6X 4J2
905-796-2121
Fax 905-796-2293

Dalhousie Place
41 George St.
P.O. Box 23043
Brantford N3T 6K4
519-751-0466
Fax 519-753-2596

York Region Supervised Access Centres
7894 Dufferin St.
Concord L4K 1A9
905-764-9722
Fax 905-764-9938

Centre York Centre
12 York St., 3rd Flr.
Cornwall K6J 3Y6
613-933-1253
613-933-1253 (French)
Fax 613-932-6154
OTHER LANGUAGES: French

Family & Children's Services of the District of Rainy River
450 Scott St.
Fort Frances P9A 3N1
807-274-7787
Fax 807-274-6646

Supervised Access Program
Merrymount Children's Centre
1064 Colborne St.
London N6A 4B3
519-434-6848
Fax 519-434-6851

Simcoe Supervised Access Centre
Box 338
Midland L4R 4L1
705-526-1095
Fax 705-527-1268

Nippissing Supervised Access Centre
269 Main St. W., Ste. 112
North Bay P1B 8K6
705-472-6204
Fax 705-472-6236

Community Partners of Sault Ste. Marie - Supervised Access Program
25 Trunk Rd.
Sault Ste. Marie P6A 3S2
705-945-5050
Fax 705-942-9273

Access for Parents & Children in Ontario
2 Carlton St., Ste. 920
Toronto M5B 1J3
416-598-1997
Fax 416-585-2379

Child and Parent Place
285 Bemjamin Rd.
Waterloo N2J 3Z4
519-743-1460
Fax 519-886-8479

Durham Supervised Access Program
814 Brock St. N.
Whitby L1N 4J5
905-668-9218
Fax 905-668-2873

Windsor-Essex Supervised Access Program
1015 Highland Ave.
Windsor N9A 1R6
519-252-6365
Fax 519-252-1414

VICTIMS OF ABUSE IN PROVINCIAL INSTITUTIONS
880 Bay St., 3rd Flr.
Toronto M5S 1Z8
416-326-4593
416-326-4495 (French)
Fax 416-326-6226
OTHER LANGUAGES: French
HOURS: 9:00 - 5:00

The Victims of Abuse in Provincial Institutions Office is responsible for the implementation of settlement agreements related to St.John's/St.Joseph's and Grandview Training Schools.

AGENCIES

ASSESSMENT REVIEW BOARD
121 Bloor St. E., 3rd Flr.
Toronto M4W 3M5
416-326-1899
416-314-6900
1-800-263-3237 (Toll-free)
Fax 416-314-6906
OTHER LANGUAGES: French
HOURS: 8:30-4:30

The **Assessment** Review Board is an independent administrative tribunal which draws jurisdiction from the Assessment Act and the **Municipal** Act. The board is the first level tribunal encountered by the public in the assessment appeal procedure. The board hears and determines complaints against realty and **business** assessment, forming the basis of the municipal **taxation**, complaints and appeals against school support assessment for school board taxation, and the apportionment of municipal taxes or rates applicable to individual parcels where land has been assessed in block. When authorized by municipal by-law (or by way of an appeal from the decision of a municipal council), the board hears and determines applications for the cancellation, reduction or refund of municipal taxes.

BOARD OF INQUIRY (POLICE SERVICES ACT)
180 Dundas St. W., Ste. 1607
Toronto M5G 1Z8
416-325-6262
Fax 416-325-6266
OTHER LANGUAGES: French
HOURS: 8:30-5:00

The Board of Inquiry (**Police** Services Act) is an independent tribunal that hears public complaints against police officers after a referral from the Police Complaints Commissioner or a chief of police, or following an appeal by a police officer from an internal disciplinary hearing. The chair assigns three members for each hearing. If misconduct is proven, the board may impose a penalty ranging from reprimand to dismissal.

POLICE COMPLAINTS COMMISSIONER
Atrium on Bay
595 Bay St., 9th Flr.
P. O. Box 23
Toronto M5G 2C2
416-325-4700
416-325-8234 (TTY)
1-800-267-5648 (Toll-free)
Fax 416-325-4704
HOURS: 8:30-4:45

The **Police Complaints** Commissioner's office (PCC) is an independent agency providing civilian oversight of all public complaints regarding police conduct in Ontario. The Commissioner monitors, investigates and reviews complaints as well as make recommendations on police practices and procedures. The Commissioner may call a board of inquiry when in the public interest.

East Region
Queensway Office Centre
1223 Michael St., Ste. 160
Gloucester L1K 7T2
613-747-7692
416-325-8234 (TTY) Toronto
1-800-267-5648 (Toll-free)
Fax 613-747-7802
OTHER LANGUAGES: French
HOURS: 8:30-5:00

Central West Region
77 City Centre Dr., Ste. 195
Mississauga L5B 1M5
905-279-7104
416-325-8234 (TTY) Toronto
1-800-267-5648 (Toll-free)
Fax 905-279-7132
OTHER LANGUAGES: French
HOURS: 8:30-5:00

Central Region
47 Sheppard Ave. E., Ste. 216
North York M2N 2Z8
416-314-8170
1-800-267-5648 (Toll-free)
416-325-8234 (TTY)
Fax 416-314-8189
HOURS: 8:30-5:00

Central East Region
Peterborough Square
360 George St. N., Ste. 405
Peterborough K9J 7E7
705-745-1139
416-325-8234 (TTY) Toronto
1-800-267-5648 (Toll-free)
Fax 705-745-1158
OTHER LANGUAGES: French
HOURS: 8:30-5:00

North East Region
43 Elm St., Unit 11
Sudbury P3C 1S2
705-688-3059
416-325-8234 (TTY) Toronto
1-800-267-5648 (Toll-free)
Fax 705-688-3062
OTHER LANGUAGES: French
HOURS: 8:30-4:45

North West Region
Marina Park Towers
180 Park Ave., Ste. 110
Thunder Bay P7B 6J4
807-343-7564
416-325-8234 (TTY) Toronto
1-800-267-5648 (Toll-free)
Fax 807-343-7566
HOURS: 8:30-5:00

South West Region
1500 Ouellette Ave., Ste. 103
Windsor N8X 1K7
519-973-1498
416-325-8234 (TTY) Toronto
1-800-267-5648 (Toll-free)
Fax 519-973-1470
HOURS: 8:30-4:45

SPECIAL INVESTIGATIONS UNIT
320 Front St. W., 10th Flr.
Toronto M5V 3B6
416-314-2915
Fax 416-314-2925
HOURS: 8:00-5:00

The mandate of the Special Investigations Unit (S.I.U) is to investigate the circumstances of deaths or serious injuries, including sexual assaults, that have resulted from occurences involving **police** officers and members of the public.

As a civilian body, the SIU is independent of police services in Ontario.

ACTS

The Ministry of the Attorney General is responsible for the Acts listed below.

Absconding Debtors Act
Absentees Act
Accidental Fires Act
Accumulations Act
Administration of Justice Act
Age of Majority and Accountability Act
Aliens' Real Property Act
Anglican Church of Canada Act, 1979
Arbitrations Act
Architects Act
Assessment Review Board Act
Bail Act
Barristers Act
Blind Persons' Rights Act
Bulk Sales Act
Business Records Protection Act
Charitable Gifts Act
Charities Accounting Act
Children's Law Reform Act
Class Proceedings Act, 1992
Commissioners for Taking Affidavits Act

Compensation for Victims of Crime Act
Construction Lien Act
Conveyancing and Law of Property Act
Costs of Distress Act
Courts of Justice Act
Courts of Justice Statute Law Amendment Act, 1994
Creditors' Relief Act
Crown Administration of Estates Act
Crown Agency Act
Crown Attorneys Act
Crown Witnesses Act
Disorderly Houses Act
Dog Owner's Liability Act
Dower and Miscellaneous Abolition Act, 1980
Employers and Employees Act
English and Wabigoon River Systems Mercury Contamination Settlement Agreement Act, 1986
Escheats Act
Estates Act
Estates Administration Act
Evidence Act
Execution Act
Expropriations Act
Family Law Act
Family Support Plan Act
Fines and Forfeitures Act
Fraudulent Conveyances Act
Frustrated Contracts Act
Gaming Act
Habeas Corpus Act
Hospitals and Charitable Institutions Inquiries Act
Hotel Registration of Guests Act
Innkeepers Act
International Commercial Arbitration Act
International Sale of Goods Act
Interpretation Act
Interprovincial Summonses Act
Intervenor Funding Project Act
Judicial Review Procedure Act
Juries Act
Justices of the Peace Act
Landlord and Tenant Act
Law Society Act
Legal Aid Act
Libel and Slander Act
Limitations Act

Mental Incompetency Act
Mercantile Law Amendment Act
Metro Toronto Police Force Complaints Act, 1984
Ministry of the Attorney General Act
Minors' Protection Act
Mortgages Act
Negligence Act
Notaries Act
Occupiers' Liability Act
Ontario Law Reform Commission Act
Partition Act
Pawnbrokers Act
Perpetuities Act
Powers of Attorney Act
Proceedings Against the Crown Act
Professional Engineers Act
Property and Civil Rights Act
Provincial Offences Act
Public Accountancy Act
Public Authorities Protection Act
Public Guardian & Trustee Act
Public Halls Act
Public Inquiries Act
Public Institutions Inspection Act
Public Officers Act
Public Trustee Act
Reciprocal Enforcement of Judgments (U.K.) Act
Reciprocal Enforcement of Judgments Act
Reciprocal Enforcement of Support Orders Act
Regulations Act
Regulations Revision Act, 1989
Religious Freedom Act
Religious Organizations' Lands Act
Sale of Goods Act
Settled Estates Act
Short Forms of Conveyances Act, 1980
Short Forms of Leases Act
Short Forms of Mortgages Act, 1980
Solicitors Act
South African Trust Investments Act
Statute of Frauds
Statutes Act
Statutes Revision Act, 1989
Statutory Powers Procedure Act
Substitute Decisions Act, 1992

Succession Law Reform Act
Support and Custody Orders Enforcement Act
Ticket Speculation Act
Time Act
Transboundary Pollution Reciprocal Access Act
Trespass to Property Act
Trustee Act
Unconscionable Transactions Relief Act
University Expropriation Powers Act
Variation of Trusts Act
Vendors and Purchasers Act
Wages Act
Warehouse Receipts Act

MINISTRY OF CITIZENSHIP, CULTURE AND RECREATION

77 Bloor St. W., 6th Flr.
Toronto M7A 2R9

The mandate of the Ministry of Citizenship, Culture and Recreation is to protect human rights, support equal opportunity for all Ontarians, encourage the arts, preserve Ontario's heritage, advance the public library system, promote sport, recreation and physical activity, and maintain the Archives of Ontario.

In the citizenship area, the ministry protects human rights, eliminates discrimination and barriers to opportunity, and promotes full participation of all Ontarians; supports settlement and integration for immigrants to maximize the economic, social and cultural contributions of immigration to Ontario; supports the interests of vulnerable adults who have difficulty in expressing or acting upon their wishes through a community-based approach that supports the role of families and volunteers; and encourages community and economic development in Ontario's aboriginal communities to achieve greater self-reliance.

In the area of culture, the ministry promotes access to, encourages and protects the arts and heritage of Ontario as assets of fundamental importance to our identity and quality of life; maximizes the economic vitality of Ontario's cultural industries through a sectoral development approach; and coordinates a province-wide library system that enhances the service capacity of individual public libraries.

In the area of sport and recreation, the ministry is responsible for encouraging broadly-based participation in healthy and safe physical activity and recreation that promotes well-being and reduces health costs; contributing to the development of athletic achievement from novice to national levels through strategic support to the provincial sport system and for the Provincial Games.

The Archives of Ontario systematically selects, preserves and provides access to information with long-term value, and supports efficient management of government records to reduce costs and to ensure they are available as evidence for accountability, audit and legal requirements.

DEPUTY MINISTER'S OFFICE

COMMUNICATIONS BRANCH
77 Bloor St. W., 5th Flr,
Toronto M7A 2R9
416-327-2422 Automated Public Inquiry Service
416-314-6543 (TTY)
1-800-267-7329 (Toll-free)
Fax 416-314-4965
OTHER LANGUAGES: French
HOURS: 9:00-5:00 

The Communications Branch is responsible for strategically positioning and communicating the ministry's programs and policies related to its core businesses and for programs related to the government's corporate communications agenda. The branch

prepares, implements and evaluates communications plans related to the government's and ministry's priority agenda; supports the Minister, Deputy Minister and senior management in the handling of contentious issues; manages a media relations program for a wide range of target audiences; advises on and organizes Minister's/Deputy Minister's participation in public events, generates and coordinates a broad range of print and audio-visual materials; and provides internal communications services for the ministry.

ARCHIVES OF ONTARIO

77 Grenville St., Unit 300
Toronto M5S 1B3
416-327-1600
416-327-1582 historical inquiries
416-327-1552 photos, maps, architectural
1-800-668-9933 (Toll-free)
Fax 416-327-1999
OTHER LANGUAGES: French
HOURS: 8:15-4:30

The Archives' mandate is to acquire, preserve and make publicly accessible for legal, administrative and other research purposes, original **records** of enduring value relating to Ontario. This includes records of Ontario's successive governments, as well as private manuscripts, published and printed material, maps, architectural drawings, photographs, audio and video recordings, and motion-picture film. The Archives provides policy direction and advisory services on recorded information management for the Government of Ontario. Under the Archives Act (1923, amended 1972), the Archivist of Ontario must approve the final disposition of provincial government records. Frequently used collections include early Ontario land, estate (wills), health, court, corporate registration, census, schools, older vital statistics and family local history records. The Archives of Ontario maintains a conservation laboratory for restoration of Archives' holdings and operates a library and public reading room open to all for personal, historical, administrative, legal or other research. The Archives has published A Guide to the Holdings of the Archives of Ontario, 2 vols. (1986), as well as a guide to aboriginal sources. General information brochures are available.

CITIZENSHIP AND CORPORATE POLICY DIVISION

77 Bloor St. W., 7th Flr.
Toronto M7A 2R9
416-314-6046
416-314-6046 (TTY)
Fax 416-314-7599
OTHER LANGUAGES: French
HOURS: 8:00-5:00

The Citizenship and Corporate Policy Division is responsible for policies, standards and programs related to the protection of human rights, equal opportunity, immigrant settlement, initiatives for vulnerable adults with emphasis on volunteerism and community partnerships. It is also responsible for ministry-wide policy coordination. The division comprises the Assistant Deputy Minister - Citizenship and Corporate Policy, Citizenship Policy Branch, Citizenship Programs Branch, Corporate Policy Unit and Honours and Awards Unit.

CITIZENSHIP POLICY BRANCH
77 Bloor St. W., 7th Flr.
Toronto M7A 2R9
416-314-7290
Fax 416-314-7307
OTHER LANGUAGES: French
HOURS: 8:00-5:00 

The Citizenship Policy Branch is responsible for citizenship policy research and development and the acquisition and analysis of selected data on Ontario's diverse population. Within the context of government priorities, it provides advice to the minister and senior management by identifying, monitoring and analyzing policy issues relating to the Citizenship and Corporate Policy Division's core business.

The branch comprises three units: Disability Issues, Justice Policy, and Social and Economic Policy.

Their functions are to provide policy research, development, analysis and advice in the areas of human rights, equal opportunity, immigration and settlement, disability and vulnerable adults; acquire, disseminate and analyze selected demographic data; work with other ministries to achieve government objectives regarding human rights, equal opportunity, interests of vulnerable adults, immigrant settlement and integration.

CITIZENSHIP PROGRAMS BRANCH
77 Bloor St. W., 7th Flr.
Toronto M7A 2R9
416-314-7541
Fax 416-314-7180
OTHER LANGUAGES: French
HOURS: 8:00-5:00 

The mandate of the Citizenship Programs Branch is to design and implement programs that support institutional change and enhance fairness, access and equal opportunity for all Ontarians. The branch ensures accountable relationships with agencies under the citizenship portfolio and works in partnership with community organizations and stakeholders to support change management processes, and implement alternative service delivery models and reform initiatives. The branch comprises six units: Community Development, Aboriginal Programs, Diversity and Equal Opportunity, Access to Professions and Trades, Program Planning, Agencies.

The functions of the branch are to develop strategies for more effective community-based settlement for immigrants and refugees; increase the capacity for aboriginal community and economic development with the objective of advancing the self-reliance of aboriginal communities and organizations, and the government's aboriginal policy framework; manage transfer payment programs to community-based clients delivered through Regional Support Services in the areas of Settlement and Integration, Wife Assault Prevention Education (Cultural Interpreter Services) and Aboriginal Economic Development; provide support for the regional delivery of services to increase self-sufficiency and capacity of organizations within immigrant, ethno-racial, disability and seniors communities; provide program design and implementation of the merit-based Equal Opportunity Plan to support equal opportunity in the workplace, including special

initiatives to enhance access to volunteer and employment bridging opportunities for persons with disabilities; work with community partners to deliver a province-wide information and referral service, and a resource clearing-house to support community-based delivery of advocacy services for vulnerable adults including projects that enhance local delivery networks; continue the development and implementation of strategies to reduce barriers for foreign-trained professionals and tradespeople to practise the occupations for which they have been trained; work in partnership with government, educational institutions, occupational regulatory bodies and community stakeholders to support merit-based licensing and certification processes; liaise and coordinate with the Ontario Human Rights Commission and the Board of Inquiry to ensure appropriate accountabilities, and to promote linkages with government corporate priorities; work with the Ontario Trillium Foundation as a key partner to promote community development and volunteerism. The Foundation also delivers, on behalf of the Ministry of Citizenship, Culture and Recreation, the Access Fund, Equal Opportunity Special Projects and Community Connections Program.

The branch ensures effective management of resources, develops change management frameworks and mechanisms that focus on alternative delivery mechanisms, and assists the division and its agencies to effectively respond to changing environment.

The Citizenship Programs Branch liaises with the following agencies under its citizenship portfolio: Ontario Trillium Foundation, Ontario Human Rights Commission, and Board of Inquiry.

CORPORATE POLICY UNIT
77 Bloor St. W., 6th Flr.
Toronto M7A 2R9
416-325-6150
Fax 416-314-6566
HOURS: 9:00-5:00

The Corporate Policy Unit is responsible for providing leadership, expertise and advice to the minister, senior management and the staff of the Ministry of Citizenship, Culture and Recreation in the areas of corporate policy development, analysis and coordination within the context of government priorities.

HONOURS AND AWARDS UNIT
77 Bloor St. West, 9th Flr.
Toronto M7A 2R9
416-314-7526
Fax 416-314-7743
OTHER LANGUAGES: French
HOURS: 9:00-5:00

The Honours and Awards Unit recognizes and promotes volunteerism and the accomplishments of outstanding Ontarians, and encourages and celebrates the participation of all Ontarians in the life of the province, through the delivery of annual honours and awards programs and special commemorative functions and other events.

The Order of Ontario endorses excellence in any field of endeavour. The Ontario Medal for Good Citizenship, the Outstanding Achievement Award for Volunteerism and the Volunteer Service Awards champion volunteerism. The Lincoln M. Alexander Awards

highlight efforts to eliminate racism and promote human rights. The Ontario Medal for Police Bravery and the Ontario Medal for Firefighter Bravery single out superlative acts of heroism. The Community Action Awards, the Senior Achievement Awards and the Senior of the Year Awards provide concrete examples of valued work being contributed on behalf of persons with disability and seniors. The Amethyst Awards (for Outstanding Achievements by Ontario Public Servants) focus on noteworthy trends and outstanding achievements in the highly diversified OPS workplace.

The annual Canada Day celebration at Queen's Park highlights our country's birthday, a sense of unity and our multicultural heritage. Special sessions of citizenship courts are held at the Legislature.

CORPORATE SERVICES DIVISION

77 Bloor St. W., 6th Flr.
Toronto M7A 2R9
416-314-7311
Fax 416-314-7313
HOURS: 8:30-4:30

The Corporate Services Division provides a wide range of financial, management and administrative services to the Ministry of Citizenship, Culture and Recreation. Services provided include audit, legal, human resources, financial planning and accounts payable, and information technology. The division is also responsible for French language services, equal opportunity planning, and organizational planning and development.

FINANCIAL AND ADMINISTRATIVE SERVICES BRANCH

77 Bloor St. W., 4th Flr.
Toronto M7A 2R9
416-325-6136
Fax 416-325-6387
HOURS: 8:30-4:45

The Financial and Administrative Services Branch provides the Ministry of Citizenship, Culture and Recreation with accounting and administrative support services.

The Financial Services Section performs the coordination and processing of all financial transactions and relevant statistical data for the ministry's program areas and designated agencies. The section is responsible for developing and maintaining effective reporting procedures in order to support program managers.

The Administrative Services Section provides facilities and asset management, purchasing, forms and records management, administrative and corporate manual coordination and Freedom of Information and Privacy Protection activities. Office services include printing, mail, courier, distribution and vehicles management.

FINANCIAL AND ADMINISTRATIVE SERVICES BRANCH
FREEDOM OF INFORMATION AND RECORDS MANAGEMENT UNIT
77 Bloor St. W., 3rd Flr.
Toronto M7A 2R9
416-314-7710
Fax 416-314-7722
HOURS: 9:00-5:00

The Freedom of Information and Records Management Unit (FOIRM) administers the Freedom of Information and Protection of Privacy Act within the Ministry of Citizenship, Culture and Recreation.

Assistance to the public or government employees in locating certain records or processing requests is available from the FOIRM Office, located on the 3rd Floor, 77 Bloor St. W., Toronto.

Services provided to the public include various bilingual publications such as a Directory of Records for provincial government institutions, a Directory of Institutions covered by the legislation and brochures explaining the freedom of information and privacy legislation.

HUMAN RESOURCES BRANCH
77 Bloor St. W., 3rd Flr.
Toronto M7A 2R9
416-325-6078
416-325-6372 (TTY)
Fax 416-325-6371
HOURS: 8:30-4:45

The Human Resources Branch performs personnel functions for the Ministry of Citizenship, Culture and Recreation, working mainly in an advisory capacity with line managers. The branch is responsible for human resource policies and procedures, provision of human resources information, health and safety services, employee compensation and position classification, recruitment, redeployment, human resources planning, training and development, workplace equal opportunity plans and initiatives that include coordination of the ministry's workplace discrimination and harassment prevention policy, French language services, employee counselling, staff relations, and payroll and employee benefit services.

INFORMATION TECHNOLOGY BRANCH
77 Bloor St. W., 4th Flr.
Toronto M7A 2R9
416-325-6031
Fax 416-325-6388
HOURS: 8:30-4:45

The Information Technology Branch is responsible for the effective planning and implementation of information technology to meet the business requirements of the Ministry of Citizenship, Culture and Recreation. Activities and services provided to the ministry include strategic systems and technology planning, involving the development and periodic review of plans for the automation of ministry activities, client consultation to identify opportunities where technology will assist client business activities in multiple

locations, technical support and education to ensure the ongoing and effective use of technology, and systems development and integrated office systems involving the provision and maintenance of corporate information systems, particularly automated office systems.

LEGAL SERVICES BRANCH
77 Bloor St. W., 2nd Flr.
Toronto M7A 2R9
416-314-7025
Fax 416-314-7038
OTHER LANGUAGES: French
HOURS: 8:30-4:45

The Legal Services Branch provides legal services for the Ministry of Citizenship, Culture and Recreation and some of their agencies.

Services provided include corporate and commercial law, property law, administrative law, intellectual property law, legislative interpretation and human rights law.

ORGANIZATIONAL DEVELOPMENT AND PLANNING BRANCH
77 Bloor St. W., 5th Flr.
Toronto M7A 2R9
416-314-6600
Fax 416-325-4232
HOURS: 8:30-4:45

The Organizational Planning Branch is responsible for guiding and assisting the ministry, its managers and staff in defining their changing roles within government; promoting and fostering a culture of innovation, effectiveness and efficiency that will help the ministry direct its limited resources toward what is important and critical.

The branch is also responsible for audit and evaluation services, budget analysis and advice, and strategic, corporate and financial planning.

CULTURE DIVISION

77 Bloor St. W., 6th Flr.
Toronto M7A 2R9
416-314-7265
Fax 416-314-7313
HOURS: 8:30-4:45

The Culture Division is responsible for policies and programs related to the arts, heritage, cultural industries and public libraries in Ontario, and oversees program and financial liaison with the ministry's cultural and library agencies.

CULTURAL PARTNERSHIPS BRANCH
77 Bloor St. W., 3rd Flr.
Toronto M7A 2R9
416-314-7358
Fax 416-314-7635
HOURS: 9:00-5:00

The Cultural Partnerships Branch is composed of two sections: the Cultural Agencies Section and the Libraries Section.

The Cultural Agencies Section is responsible for fiscal, policy and program liaison with 10 cultural agencies and institutions of the ministry. The 10 Cultural agencies and institutions are the Art Gallery of Ontario, McMichael Canadian Art Collection, Ontario Arts Council, Ontario Film Development Corporation, Ontario Heritage Foundation, Ontario Science Centre, Royal Botanical Gardens, Royal Ontario Museum, Science North, TVOntario.

The Libraries Section ensures Ontario Government leadership to public libraries and library agencies to develop accessible, equitable and empowering information and library services for the people of Ontario. The branch facilitates improvement through policy and program development and evaluation, long-range planning with partners and stakeholders, partnership development, province-wide marketing for public libraries and support for effective legislation. The section has two units:

The Planning and Operations Unit administers the Public Libraries Act, develops and evaluates provincial policies on library services, provides consultative support, and administers grant and pay equity programs and the Public Library Services **Awards**. The unit coordinates two agencies: the Ontario Library Service - North, and the Southern Ontario Library Service, which deliver programs and services for the ministry.

The Telematics and New Media Unit provides advisory services in the use of technology and telecommunications to develop the Provincial Information Network for Ontario's public and First Nation libraries. The unit supports the development of the provincial information infrastructure (including OPNet and INFO, the Information Network for Ontario), facilitates strategic planning and partnerships for networks and technologies that support library and **community** information services, and coordinates services such as aboriginal library and information services and electronic access to government information through public libraries.

The Ontario Library Service (OLS) consists of two agencies of the Ministry of Citizenship, Culture and Recreation. The mandate of the Ontario Library Service - North and the Southern Ontario Library Service is to increase cooperation among public libraries and facilitate the development of local services.

OLS services include resource-sharing networks and services including inter-library loan, coordinated telecommunications services, planning and coordination services, materials delivery, cooperative collection development, advocacy, provincial information grid, development and coordination of INFO (Information Network for Ontario) including the CD-ROM catalogue. Consultation and technical assistance, First Nations library services, development of regional clusters of libraries. Trustee development, workshops and seminars, workshops such as customer service, FOIPA, pay equity and employment

equity. Direct services (in the North only): supplementary materials; acquisition organization and maintenance of the Northern Ontario Catalogue; technical services support.

CULTURAL POLICY BRANCH
77 Bloor St. W., 2nd Flr.
Toronto M7A 2R9
416-314-7177
Fax 416-314-7790
HOURS: 9:00-5:00

The Cultural Policy Branch strives to enhance the social and economic well-being of Ontarians by advancing policies that promote the cultural vitality of Ontario, ensuring that cultural implications are fully considered in all policies and programs across the Ontario Government, and providing sectoral policy leadership for heritage, arts and cultural industries. It accomplishes these by focusing on the following key objectives: fostering the development of cultural policies and strategies, promoting broadened participation in cultural development, building the knowledge and partnerships to support cultural development, communicating the importance and benefits of culture and cultural development to the social and economic well-being of Ontario and evaluating the effectiveness and efficiency of cultural policies and strategies in Ontario.

The branch is organized into the following two groups:

Policy Coordination and Planning Group is responsible for policy advice and analysis, issues management, general information management, freedom of information, communication, liaison with clients, and strategic and operation planning relating to Ontario's heritage, arts and cultural industries.

Policy and Program Development Group is responsible for medium to long-term policy development, program development, program evaluation and monitoring of the branch's operational environment.

The branch administers the Ontario Heritage Act.

CULTURAL PROGRAMS BRANCH
77 Bloor St. W., 2nd Flr.
Toronto M7A 2R9
416-314-7080
Fax 416-314-7091
HOURS: 9:00-5:00

The **Cultural** Programs Branch is composed of three units with responsibilities for administration and delivery of different cultural programs.

Archaeology and Heritage Planning (416-314-7148) performs regulatory, planning and educational functions related to **archaeological** and cultural resource management. These functions are outlined in the Ontario Heritage Act, the Planning Act and the Environmental Assessment Act. The unit administers the archaeological licensing program, maintains a database of the 16,000 known archaeological sites in Ontario and reviews projects going through the environmental assessment and planning processes. Through four regional archaeology offices, the unit assists communities and groups in

identifying, conserving and managing marine and land-based archaeological resources, and provides technical assistance to projects that encourage education and training in archaeological **research** and resource conservation.

Arts and Cultural Industries Unit (416-314-7643) provides program and consultative services on a domestic and international basis. It offers operating and project support for eligible arts organizations, as well as project assistance to cultural industies for market development initiatives. The unit is also responsible for cultural relations with Canadian embassies and consulates. Per diem support is available to foreign journalists and programmers visiting Ontario to view Ontario's cultural programming and resources

Assistance is provided to the commercial theatre industry for the development of commercial Canadian productions. The Arts Services Organization Program provides operating **grants** to provincial arts service organizations, while the Cultural Strategic Development Fund provides support for arts, heritage and the cultural industries and to increase self sufficiency, improve market development and develop strategic partnerships.

Heritage Properties (416-314-7137) and Museums Programs (416-314-7156) advises other provincial ministries, municipalities, Local **Architectural Conservation** Advisory Committees (LACACs), heritage organizations and the private sector on heritage conservation and planning, and provides technical assistance and advice on architectural conservation practices and techniques. The unit also administers the ministry's Ontario Heritage Bridge Program and the Canadian Register of Heritage Properties (Ontario). In addition, this unit maintains a register of properties designated under the Ontario Heritage Act and administers the Conservation Review Board.

SPORT, RECREATION AND MINISTRY REGIONAL SERVICES DIVISION

77 Bloor St. W., 8th Flr.
Toronto M7A 2R9
416-314-7440
416-314-7274 (TTY)
Fax 416-314-7461
HOURS: 8:30-4:30

The Sport, **Recreation** and Ministry Regional Services Division ensures that appropriate services, programs and facilities for recreation, sports and fitness are accessible to all residents of the province. It supports community leisure service agencies, sport and fitness organizations servicing competitive and recreational athletes, research activities and leadership training. It also monitors recreation policy development and coordinates policy items and issues. In addition, the division is responsible for the operation of historical attractions at Thunder Bay, Midland and Penetanguishene. Old Fort William in Thunder Bay is a reconstruction of the original fur trade establishment that was operated by the North West Company from 1803 to 1821. Huronia Historical Parks in Midland is a reconstruction of the 17th century Jesuit mission to the Huron people. Discovery Harbour in Penetanguishene, a marine heritage site, is the only reconstruction of a 19th century British naval dockyard in North America.

REGIONAL SUPPORT SERVICES
77 Bloor St. W., 8th Flr.
Toronto M7A 2R9
416-314-7270
Fax 416-314-7277
OTHER LANGUAGES: French
HOURS: 8:30-5:00

Regional Support Services is the first point of contact in the delivery of fully integrated citizenship, cultural, sport and **recreation** programs and services to ministry clients across Ontario. It ensures awareness of, and access to, MCZCR's **community**-based programs and services. Regional Support Services provides organization development and management consulting services. In the past, an important function of Regional Support Services was to deliver **grants** to clients; it now assists clients to move towards self-sufficiency by providing strategic **financial assistance** to support self-sufficiency and capacity building.

The new structure of the ministry comprises three regions. The Northern Region area encompasses north of Parry Sound across to the northern boundaries of Ontario, with a management office in Thunder Bay. The Central East Region extends from east of Clarington to the borders of Quebec with the management office in Ottawa. The Central West Region includes west of Clarington to Windsor with management offices in Toronto and in Kitchener.

The Regional Support Services Unit provides customer service through a corporate Management Information Systems (MIS) supported by efficient, standardized and streamlined business practices for enhanced accountability.

Regional Support Services is housed in the Sport, Recreation and Ministry Regional Services Division. It provides coordination of program and policy development within a matrix management structure to Citizenship, Culture, Sport and Recreation divisions.

Functions of the Regional Support Services include consulting services to citizenship, culture and recreation community-based clients with a primary focus on operational and financial management to increase the capacity for self-sufficiency; strategic financial support for viable and beneficial local and regional developments through a variety of grant programs including support to community recreation, arts and heritage groups and settlement and integration; co-ordination of three ministry regions to develop transition strategies for efficient and cost-effective delivery of programs and services; identifying citizenship, culture and recreation needs of communities and encouraging the development of strategic partnerships and strategies; and providing information and advice regarding the development of ministry policies and programs and encouraging and supporting municipal leadership for citizenship, culture and recreation projects that enhance the quality of life for residents of Ontario.

CENTRAL/WEST REGION

Citizenship, Culture and Recreation
District Office
34 Simcoe St., Ste. 302
Barrie L4N 6T4
1-800-461-4499 (Toll-free)
Fax 705-739-6697
OTHER LANGUAGES: French
HOURS: 8:30-4:30

Citizenship, Culture and Recreation
District Office
1 James St. N., Ste. 200
Hamilton L8R 2K3
1-800-263-8521 (Toll-free)
Fax 905-521-7621
HOURS: 8:30-4:30

Citizenship, Culture and Recreation
District Office
399 18th Ave.
Hanover N4N 3S5
1-800-265-5520 (Toll-free)
Fax 519-364-2500

Citizenship, Culture and Recreation
District Office
Corporation Square
30 Duke St. W., 4th Flr., Ste. 405
Kitchener N2H 3W5
1-800-265-2189 (Toll-free)
Fax 519-578-1632
HOURS: 8:30-4:45

Citizenship, Culture and Recreation
District Office
150 Dufferin Ave., Ste. 704
London N6A 5N6
1-800-265-4730 (Toll-free)
Fax 519-679-7077
HOURS: 8:30-4:45

Citizenship, Culture and Recreation
District Office
15 Church St., 4th Flr., Ste. 404
St. Catharines L2R 3B5
1-800-263-2441 (Toll-free)
Fax 905-684-9855
HOURS: 8:30-4:30

Citizenship, Culture and Recreation
District Office
35 McCaul St., 4th Flr.
Toronto M5T 1V7
416-314-6682
Fax 416-314-6700
HOURS: 8:30-4:30

Citizenship, Culture and Recreation
District Office
221 Mill St.
Windsor N9C 2R1
1-800-256-1330 (Toll-free)
Fax 519-973-1414
HOURS: 8:30-4:45

CENTRAL/EAST REGION

Citizenship, Culture and Recreation
Office
42 King William St.
Huntsville P1H 1G3
705-789-4448
Fax 705-789-9533
HOURS: 8:45-5:00

Citizenship, Culture and Recreation
Office
1055 Princess St., Ste. 304
Kingston K7L 5T3
613-545-4350
1-800-267-0225 (Toll-free)
Fax 613-545-4200/4240
HOURS: 8:45-5:00

Citizenship, Culture and Recreation Office
15 Matchedash St. N.
Orillia L3V 4T4
705-325-9561
Fax 705-329-6024
HOURS: 8:30-4:30

Citizenship, Culture and Recreation Office
10 Rideau St., 4th Flr., Ste.400
Ottawa K1N 9J1
613-787-4000
1-800-267-9340 (Toll-free)
Fax 613-787-4020
OTHER LANGUAGES: French
HOURS: 8:45-5:00

Citizenship, Culture and Recreation Office
Time Square
380 Armour Rd., Ste. 190
Peterborough K9H 7L7
705-748-3711
1-800-461-7629 (Toll-free)
Fax 705-748-4306
HOURS: 8:45-5:00

NORTHERN REGION

Citizenship, Culture and Recreation Office
Ontario Government Bldg.
479 Government Rd.
P. O. Box 3000
Dryden P8N 3B3
807-223-2271
Fax 807-223-6942
HOURS: 8:45-5:00

Citizenship, Culture and Recreation Office
303 Main St. E.
P. O. Box 778
Geraldton P0T 1M0
807-854-0169
Fax 807-854-2465

Citizenship, Culture and Recreation Office
344 Second St. S., Ste. 201
P. O. Box 5140
Kenora P9N 1G5
807-468-2450
Fax 807-468-2457
HOURS: 8:45-5:00

Citizenship, Culture and Recreation Office
147 McIntyre St. W., 1st Flr.
North Bay P1B 2Y5
705-494-4182
1-800-461-9563 (Toll-free)
Fax 705-494-4946
OTHER LANGUAGES: French
HOURS: 8:45-5:00

Citizenship, Culture and Recreation Office
390 Bay St., 2nd Flr.
Sault Ste. Marie P6A 1X2
705-759-8652
1-800-461-7284 (Toll-free)
Fax 705-945-6912
HOURS: 8:30-4:45

Citizenship, Culture and Recreation Office
42 King St.
Sioux Lookout P8T 1A3
807-737-1018
Fax 807-737-3379

Citizenship, Culture and Recreation Office
Ontario Government Bldg.
199 Larch St.
Sudbury P3E 5P9
705-688-3035
1-800-461-4004 (Toll-free)
Fax 705-688-3043
OTHER LANGUAGES: French
HOURS: 8:45-5:00

Citizenship, Culture and Recreation Office
West Arthur Place
1265 Arthur St. E., Ste. 302
Thunder Bay P7E 6E7
807-623-5592
Fax 807-475-1297
OTHER LANGUAGES: French
HOURS: 8:45-5:00

Citizenship, Culture and Recreation Office
22 Wilcox St., 2nd Flr.
Timmins P4N 3K6
705-267-7117
1-800-305-4442 (Toll-free)
Fax 705-360-2013
OTHER LANGUAGES: French
HOURS: 8:45-5:00

SPORT AND RECREATION POLICY AND PLANNING BRANCH
77 Bloor St. W., 8th Flr.
Toronto M7A 2R9
416-314-7186
Fax 416-314-6301
OTHER LANGUAGES: French
HOURS: 8:30-4:45

Sport and Recreation Policy and Planning Branch works with other parts of the Sport, Recreation and Ministry Regional Services Division, the ministry and other ministries in facilitating and furthering the government's economic, social and recreational land use objectives related to sports, fitness and recreation activities.

The branch provides policy advice, undertakes research and planning, and develops policies, strategies and programs in relation to the province's sport and recreation sector with regard to provincially significant sport and recreation issues. The branch's current priorities support government objectives around children and youth, physical activity, sport and community recreation. The branch is also responsible for federal/provincial liaison, interministerial liaison and program reviews.

SPORT AND RECREATION PROGRAMS BRANCH
77 Bloor St. W., 8th Flr.
Toronto M7A 2R9
416-314-7440
Fax 416-314-7458
OTHER LANGUAGES: French
HOURS: 8:30-4:45

The Sport and **Recreation** Programs Branch supports and promotes sport and recreation as a means of enhancing the quality of life and of improving the health and well-being of Ontario's people, communities and economy.

The Sectoral Liaison Unit provides consulting services and financial support to provincial sport, recreation and **fitness** organizations to support the delivery of high quality programs and services. In addition, the unit assists in the development of amateur athletes to participate in provincial, national and international sport competition and promotes physical activities in communities to encourage people to have healthy, active lifestyles.

The Program Development Unit manages the Ontario Games Program and coordinates the Ontario Team for the Canada Summer and **Winter Games**. The unit assists organizations to develop and implement safety and risk management programs in sport and recreation and undertakes other initiatives designed to create a safe environment for physical participation. It delivers provincial **awards** programs recognizing the oustanding achievement and voluntary contributions in amateur sport, active living, **leadership** and recreation. The unit is also responsible for the development and delivery of provincial development programs to increase skills of coaches and leaders in amateur sport, active living and recreation.

The Ontario **Sports** and Recreation Centre (416-426-7000) is a private organization that provides administrative services for provincial sport organizations, the Sport Services Unit and provincial recreation organizations. In addition, the centre delivers some programs on behalf of the ministry. Information on all the above services is also available from this ministry's field offices.

AGENCIES

ART GALLERY OF ONTARIO
317 Dundas St. W.
Toronto M5T 1G4
416-977-0414
Fax 416-977-8547
OTHER LANGUAGES: French
HOURS: 9:00-5:00

The **Art** Gallery of Ontario (AGO) has a permanent collection of more than 18,000 works representing Canadian art, international, historical, modern and contemporary art, including the largest international public collection of works by Henry Moore. Visitors may also tour The Grange, a restored historic house adjoining the gallery. The AGO offers a variety of activities such as **tours**, lectures, performances and **films**, as well as educational programs for all ages. The gallery operates an outreach program which includes artists' workshops and speakers' service to communities throughout Ontario and Canada. Other services provided by the AGO include art rental and sales, resource and activity centres (e.g., art reference library and **audio-visual** centre), restaurant, and gift and book shop. The AGO is open Wednesday through Sunday. There is free general admission on Wednesdays from 5:00-10:00 p.m. and free admission for seniors on Fridays. The gallery is accessible to wheelchairs.

BOARD OF INQUIRY OFFICE
150 Eglinton Ave. E., 5th Flr.
Toronto M4P 1E8
416-314-0004
1-800-668-3946 (Toll-free)
Fax 416-314-8743
OTHER LANGUAGES: French
HOURS: 9:00-5:00

The Board of Inquiry Office provides administrative and professional support to individual Board of Inquiry under the Human Rights Code. The Board of Inquiry are adjudicators appointed by the Minister to hear complaints under the Code. The office and **boards** of inquiry are independent of the Human Rights Commission. Hearings are held and case conferences conducted in relation to questions of compliance under the Code.

CONSERVATION REVIEW BOARD
77 Bloor St. W., 2nd Flr.
Toronto M7A 2R9
416-314-7080
Fax 416-314-7790
HOURS: 8:30-4:45

The Conservation Review Board holds hearings, at the request of a municipality, if owners object to municipal designation of property for **historical** or **architectural conservation**. The board reports its findings to the municipal council. Hearings are also held for appeals on the Minister's designation of **archaeological** or historic sites or on the Minister's refusal of archaeological **licences**.

ONTARIO ARTS COUNCIL
151 Bloor St. W., 5th Flr.
Toronto M5S 1T6
416-961-1660
Fax 416-961-7796
OTHER LANGUAGES: French
HOURS: 9:00-5:00

The Ontario Arts Council (OAC) provides financial assistance in a variety of disciplines through **grants** to professional arts organizations and artists, dance, film/photography/video, literature, music, touring, theatre, visual arts, Franco-Ontarian arts, arts education and community arts development.

ONTARIO FILM DEVELOPMENT CORPORATION
North Tower
175 Bloor St. E., Ste. 300
Toronto M4W 3R8
416-314-6858
Fax 416-314-6876
OTHER LANGUAGES: French
HOURS: 9:00-5:00

The Ontario Film Development Corporation (**OFDC**) was established in 1986 to encourage and support the province's independent film and **television** production industry. This is achieved by fostering growth, employment and investment through policies and programs that stimulate film development, production, distribution and marketing. The corporation is also instrumental in attracting international producers to Ontario to use the province's location and production facilities.

The Ontario Film Investment Program (OFIP) provides rebates to private sector investors in certified film and television productions.

The E-Mail address is: **ofdc@inforamp**

The web address is: **http://www.to.ontfilm.com**

ONTARIO HERITAGE FOUNDATION
Ontario Heritage Centre
10 Adelaide St. E.
Toronto M5C 1J3
416-325-5000
Fax 416-325-5071
OTHER LANGUAGES: French
HOURS: 9:00-5:00

The Ontario **Heritage** Foundation (**OHF**) is dedicated to preserving, protecting and promoting Ontario's heritage for all of us to enjoy now and for others to experience in the future. The foundation manages and, in some cases, restores provincially significant historic buildings and their related artifact and **archaeological** collections; provides public access and interpretive programs at its properties; and negotiates and monitors conservation easement agreements with owners of both **historical** buildings and natural heritage sites. The foundation also encourages efforts to document and present Ontario's multi-faceted heritage by producing general and technical publications and by assisting groups to erect local historical plaques. The Provincial Historical Plaques Program, which commemorates historically significant people, places, events, sites and structures, is administered by the OHF. Through natural heritage programs, the foundation protects significant natural sites and supports private land stewardship, research and public education projects, through partnerships and land acquisition. The foundation also administers the province's Niagara Escarpment Trust Fund, which is largely dedicated to purchasing property to complete a system of over 100 public parks along the escarpment.

ONTARIO HUMAN RIGHTS COMMISSION
180 Dundas St. W., 8th Flr.
Toronto M7A 2R9
416-314-4500
1-800-387-9080 (Toll-free)
Fax 416-314-4561
OTHER LANGUAGES: French
HOURS: 8:00-5:00

The commission administers and enforces the Ontario **Human Rights** Code which provides for the right to equal treatment in **employment**, services, goods and facilities, contracts and **accommodation** without **discrimination** because of race, ancestry, place of origin, colour, sexual orientation, ethnic origin, citizenship, creed, sex, age, marital status, family status, handicap, record of offences (employment only) and receipt of public assistance (accommodation only). The commission implements a program of investigation and conciliation of complaints and enforcement; public education and consultation with employers, unions, etc., with a view to reducing prejudice and discrimination; and **research** into patterns of discrimination. There are 15 district offices reporting to head office.

CENTRAL, EAST AND WEST TORONTO REGIONS

TORONTO WEST
1290 Central Pky. W., 3rd Flr., Ste. 304
Mississauga L5C 4R3
905-273-7811
905-273-6648 (TTY)
Fax 905-273-5570
HOURS: 8:30-4:30

TORONTO CENTRAL
595 Bay St., 4th Flr.
Toronto M5G 2C2
416-326-9511
416-326-9669 (TTY)
Fax 416-326-9520
HOURS: 8:30-4:30

TORONTO EAST
10 Milner Business Crt., 4th Flr.
Scarborough M1B 3C6
416-314-3555
416-314-3572 (TTY)
Fax 416-314-3571
HOURS: 8:00-5:00

EASTERN REGION

KINGSTON
80 Queen St. E., Ste. 202
Kingston K7K 6W7
613-548-6750
1-800-267-5755 (Toll-free) (TTY)
Fax 613-548-6755
HOURS: 8:30-4:30

OTTAWA
255 Albert St., 4th Flr., Ste. 401
Ottawa K1P 6A9
613-232-0489
613-232-3909 (TTY)
Fax 613-239-1568
OTHER LANGUAGES: French
HOURS: 8:30-4:30 MWF

NIAGARA REGION

HAMILTON
110 King St. W., 3rd Flr., Ste. 310
Hamilton L8P 4S6
905-521-7870
905-546-8278 (TTY)
1-800-263-9344 (Toll-free) (area code 905)
1-800-668-9508 (Toll-free)
Fax 905-521-7738
HOURS: 8:00-5:00

ST. CATHARINES
1 Paul St., 6th Flr., Ste. 603
St. Catharines L2R 7L4
905-684-7406
905-684-6500 (TTY)
1-800-263-4916 (Toll-free) (area code 416)
Fax 905-684-5931
HOURS: 8:30-4:30

NORTHERN REGION

KENORA
227-2nd St. S., 2nd Flr.
Kenora P9N 1G1
807-468-2866
Fax 807-468-2788
HOURS: 8:30-4:30

SAULT STE. MARIE
390 Bay St., 3rd Flr.
Sault Ste. Marie P6A 1X2
705-942-8417
1-800-461-0551 (Toll-free)
Fax 705-945-6912
OTHER LANGUAGES: French
HOURS: 8:30-4:30

SUDBURY
159 Cedar St., 2nd Flr.
Sudbury P3E 6A5
705-670-7222
1-800-461-6259 (Toll-free)
705-670-7219 (TTY)
Fax 705-670-7220
OTHER LANGUAGES: French
HOURS: 8:30-4:30

THUNDER BAY
28 Cumberland St. N., 4th Flr.
Thunder Bay P7A 4K9
807-343-6003
1-800-465-8996 (Toll-free) (area code 807)
Fax 807-343-7613
HOURS: 8:30-4:30

TIMMINS
210 Spruce St. S., 1st Flr.
Timmins P4M 2M5
705-268-2838
1-800-461-7863 (Toll-free)
Fax 705-360-2017
HOURS: 8:30-4:30

SOUTHWEST REGION

KITCHENER
824 King St. W., 1st Flr.
Kitchener N2G 1G1
519-571-6078
Fax 519-571-6096
HOURS: 8:30-4:30

LONDON
231 Dundas St., Ste. 303
London N6A 1H1
519-661-6600
519-661-0544 (TTY)
Fax 519-661-6607
OTHER LANGUAGES: French
HOURS: 8:30-4:30

WINDSOR
215 Eugenie St. W., Ste. 100
Windsor N8X 2X7
519-973-1370
519-966-8237 (TTY)
Fax 591-973-1374
HOURS: 8:30-4:30

ONTARIO SCIENCE CENTRE
770 Don Mills Rd.
Don Mills M3C 1T3
416-429-4100
Fax 416-696-3124
OTHER LANGUAGES: French
HOURS: 9:00-5:00

The Ontario **Science Centre** offers a large variety of programs designed to stimulate and inform the general public about science and **technology** and has pioneered a "hands-on" approach to learning. The centre performs a valuable educational service for Ontario and is host to thousands of students each year. In addition to its innovative **exhibitions**, the Ontario Science Centre provides a wide range of educational programs for all ages. The Science Centre has an extensive outreach program with special travelling exhibitions, such as the "Science Circus", and the "Seeing Brain" which have been viewed throughout Ontario as well as across Canada. The centre is open daily.

ONTARIO TRILLIUM FOUNDATION
23 Bedford Rd., 3rd Flr.
Toronto M5R 2J9
416-961-0194
1-800-263-2887 (Toll-free)
Fax 416-961-9599
OTHER LANGUAGES: French
HOURS: 8:00-5:30

The Ontario Trillium Foundation is a Schedule III agency of the Ministry of Citizenship, Culture and Recreation. Trillium was founded in 1982 as an innovative approach to providing voluntary social service organziations with access to lottery revenues.

The Trillium Foundation's mission is to work with others to create conditions of social progress for people in Ontario who are socially or economically disadvantaged. Funding is available to community-based organizations for results-oriented activities which meet the outcomes under its program directions: Promoting Caring Communities and Building Knowledge.

The Ontario Trillium Foundation also delivers, on behalf of the Ministry of Citizenship, Culture and Recreaiton, the Access Fund, Equal Opportunity Special Projects and Community Connections.

ROYAL BOTANICAL GARDENS
P. O. Box 399
Hamilton L8N 3H8
905-527-1158
Fax 905-577-0375
OTHER LANGUAGES: French
HOURS: 9:00-5:00

The Royal Botanical **Gardens** (RBG) is a major scientific and research institution located in the Hamilton/Burlington area. In its 2,700 acres, it encompasses formal outdoor gardens, areas of natural heritage significance such as Cootes Paradise, and a Mediterranean Greenhouse featuring exotic flowers and trees. **Tours** and educational programs are offered providing a wide variety of learning experiences in botanical studies, **horticulture**, natural history, and arts and crafts. The RBG operates an active extension program of lectures and exhibitions across Ontario. Other public services include a library specializing in botany and ornamental horticulture in Ontario, gift shop and dining facilities open year-round.

ROYAL ONTARIO MUSEUM
100 Queen's Park
Toronto M5S 2C6
416-586-5549
Fax 416-586-5863
OTHER LANGUAGES: French
HOURS: 9:00-5:00

The Royal Ontario Museum (ROM) is the largest museum in Canada, with a collection of over six million artifacts and specimens representing the arts, archaeology and natural science. Its Chinese collection is one of the finest in the world. The facility also includes the Sigmund Samuel Building, featuring Canadian decorative arts, and The George R. Gardiner Museum of Ceramic Art. The ROM offers a variety of activities such as special exhibitions, guided tours, performances, lectures and films, as well as educational programs for all ages. Its extensive outreach services feature travelling exhibits, school programs and resource packages, and a speakers' bureau. Other services include specialized libraries, gift shops and a cafe. The museum is open to the public, Tuesday through Sunday 10:00 a.m.- 6:00 p.m. (open until 8:00 p.m. Tuesdays and Thursdays), and also during Christmas and March Break school holidays. It is closed Mondays, except during summer from Victoria Day in May to Labour Day in September. There is free general admission on Tuesdays, 4:30-8:00 p.m., and free admission for seniors all day on Tuesdays. The museum is accessible to wheelchairs.

SCIENCE NORTH
100 Ramsay Lake Rd.
Sudbury P3E 5S9
705-522-3701
Fax 705-522-4954
OTHER LANGUAGES: French
HOURS: 8:30-4:30 

Science North provides a stimulating bilingual learning program involving people in the relationships between science, **technology** and everyday life, with particular emphasis on the northern environment. It presents participatory exhibits and educational science programs based on six scientific spheres: astrosphere, atmosphere, biosphere, geosphere, humanosphere, and infosphere. Science North also operates underground guided **tours** at the Big Nickel Mine from May to Thanksgiving Day. School groups participate extensively in the many programs available year-round at Science North. Other services, open daily year-round, include a rock cavern theatre for 3-D **films**, gift shop, "swap shop" and dining facilities. The Science North IMAX Theatre - northern Ontario's first - opened on June 19, 1994. For a recorded message giving general information on programs, admission costs and hours, call 705-522-3700. Science North is wheelchair accessible.

THE MCMICHAEL CANADIAN ART COLLECTION
10365 Islington Ave.
Kleinburg L0J 1C0
905-893-1121
Fax 905-893-2588
OTHER LANGUAGES: French
HOURS: 9:00-5:00 

Built of handhewn logs and fieldstone on the wooded banks of the beautiful Humber River, the McMichael Canadian **Art** Collection houses one of the most important collections of Canadian art in the nation. While its focus is on the Group of Seven and their contemporaries, it also includes important holdings of Native and Inuit art. The McMichael provides group **tours** and a wide range of educational programs for all ages. Visitors are also welcome to explore the 100 acres of conservation land surrounding the gallery. Other services include a Gallery Shop, restaurant and nature trail.

TVONTARIO (ONTARIO EDUCATIONAL COMMUNICATIONS AUTHORITY)
Station "Q"
P. O. Box 200
Toronto M4T 2T1
416-484-2600
1-800-463-6886 (Toll-free)
Fax 416-484-6285 Communications
OTHER LANGUAGES: French
HOURS: 9:00-5:00

The Ontario Educational Communications Authority (**TVOntario**) produces and distributes learning resources, in **English** and **French**, to the people of Ontario via broadcast **television** and other related media. 97.75% of Ontarians now have access to TVOntario's English network (TVO) through a combination of high, medium and low-power transmitters and carriage by cable systems throughout the province. TVOntario's French network, "TFO" is available through cable to 76% of the Ontario population. To supplement its educational series for schools, TVOntario also produces written material, teaching aids, mulit-media products and online services. Schedules and program information are available upon request.

TVOntario's Home Pages on the World Wide Web can be visited on WWW.TVO.ORG.

ACTS

The Ministry of Citizenship, Culture and Recreation is responsible for the Acts listed below.

Archives Act
Art Gallery of Ontario Act
Arts Council Act
Centennial Centre of Science and Technology Act
Community Recreation Centres Act
Foreign Cultural Objects Immunity from Seizure Act
George R. Gardiner Museum of Ceramic Art Act
Human Rights Code, 1981
McMichael Canadian Art Collection Act
Ministry of Citizenship and Culture Act
Ministry of Tourism and Recreation Act
Ontario Educational Communications Authority Act
Ontario Heritage Act
Parks Assistance Act (not assigned to any ministry yet)
Public Libraries Act
Royal Botanical Gardens Act, 1989
Royal Ontario Museum Act
Science North Act

MINISTRY OF COMMUNITY AND SOCIAL SERVICES

Hepburn Block
80 Grosvenor St., 6th Flr.
Toronto M7A 1E9
416-325-5666
06-23410 (Toll-free)
OTHER LANGUAGES: **French**

The Ministry of Community and Social Services, established in 1930 as the Department of Public Welfare, was formed as a result of the Ross Commission on Public Welfare. The Old Age Pensions, Mother's Allowance and Children's Aid branches, previously administered by the Provincial Secretary and the Unemployment Relief Branch from the Department of Labour, were amalgamated under the new department. In 1967, the name was changed to the Department of Social and Family Services and, in 1972, it became the Ministry of Community and Social Services.

In 1974, the ministry acquired the Mental Retardation Program under the Developmental Services Act from the Ministry of Health. The children's services programs were transferred from the Ministries of Health, Correctional Services and the Attorney General in 1977.

Today, the ministry is responsible for General Welfare Assistance and Family Benefits programs; services for children, including administration of the Young Offenders Act for children under 17 years of age; supports for people with developmental and physical disabilities; adoption services; and child care. These services are provided by directly operated ministry programs and through a system of independent transfer payment agencies. Administration of ministry-funded and direct-delivery programs across the province is decentralized to area offices and facilities.

The ministry is organized into four divisions, each headed by an Assistant Deputy Minister reporting directly to the Deputy Minister. In addition, Communications and Marketing, Legal Services and French Language Services, each report to the Deputy Minister.

DEPUTY MINISTER'S OFFICE

COMMUNICATIONS AND MARKETING BRANCH
Hepburn Block
80 Grosvenor St., 7th Flr.
Toronto M7A 1E9
416-325-5151
Fax 416-325-5200
HOURS: 8:30-5:00

The Communications and Marketing Branch establishes communications and marketing policy for the ministry, consults with staff and prepares communications and marketing strategies in partnership with corporate offices and divisions. The branch also provides communications support to the Offices of the Minister and Deputy Minister.

Responsibilities include liaison with the media; answering public inquiries; coordinating and providing creative services such as artwork and design; producing and distributing publications, news releases and audio-visual materials; preparing speeches for senior executives and directing advertising campaigns, public relations assistance and consultation. The branch also provides a media-monitoring service, a House briefing and monitoring service and administrative assistance in the area of social invitations.

LEGAL SERVICES BRANCH
56 Wellesley St. W., 17th Flr.
Toronto M7A 1E9
416-327-4900
Fax 416-327-0568
HOURS: 8:30-5:00

The Legal Services Branch provides legal services to the ministry, including preparation of contracts, provision of legal opinions, appearances at tribunals and court hearings, and the preparation and interpretation of statutes, regulations and other legal documents. The branch is seconded to the Ministry of Community and Social Services by the Ministry of the Attorney General.

OFFICE OF THE COORDINATOR OF FRENCH LANGUAGE SERVICES
56 Wellesley St. W., 17th Flr.
Toronto M7A 1E9
416-327-4887
Fax 416-327-0567
OTHER LANGUAGES: French
HOURS: 8:30-5:00

The Office of the Coordinator of French Language Services advises the Deputy Minister and senior management on the provision of French language services within the framework of ministry programs and activities, and monitors the effective delivery of services in French. Policy proposals and implementation plans are formulated to meet ministry obligations under the French Language Services Act.

The office also assists divisions and branches with implementation of the Act, liaises with francophone associations in regards to the needs and concerns of the Franco-Ontarian community, disseminates information on the availability of ministry services in French, coordinates translation of major documents as required and assists in standardization of bilingual ministry terminology.

BUSINESS PLANNING AND CORPORATE SERVICES DIVISION

Hepburn Block
80 Grosvenor St., 6th Flr.
Toronto M7A 1E9
416-325-5595
Fax 416-325-5615
HOURS: 8:30-5:00

The Corporate Services Division is responsible for providing policy direction and support to the ministry in the areas of administrative services, comprehensive audit and review, corporate policy and intergovernmental affairs, federal/provincial cost-sharing, financial planning and analysis, forms and records management, freedom of information and protection of privacy, "greening" initiatives, human resources and information systems.

The division is comprised of six branches: Comprehensive Audit and Review, Finance and Business Support, Human Resources (including the broader public sector), Information Systems, Financial Planning and Business Management, and Corporate Policy and Intergovernmental Affairs.

COMPREHENSIVE AUDIT AND INVESTIGATIONS BRANCH

2195 Yonge St., 3rd Flr.
Toronto M4S 2B1
416-314-6920
Fax 416-314-3605
HOURS: 9:00-5:00

The Comprehensive Audit and Investigations Branch is responsible for examining programs and services that are directly operated by the ministry or funded through transfer payments. It provides independent findings and advice on the quality of the controllership function within the ministry, and compliance with ministry and provincial government directions.

The branch determines whether ministry funds and assets are being adequately safeguarded, and provides management with relevant information. The branch ascertains whether legislative, central agency and ministry directions are followed with due regard for economy and efficiency of operations, and examines the appropriateness of evaluation procedures.

The branch determines if information systems are developed, implemented and maintained according to ministry and provincial government standards, and is responsible for the audit of cost-sharing claims with the federal government.

The branch is also responsible for conducting independent investigations within ministry facilities, area offices and corporate offices.

CORPORATE POLICY AND INTERGOVERNMENTAL AFFAIRS BRANCH
Hepburn Block
80 Grosvenor St., 3rd Flr.
Toronto M7A 1E9
416-325-5381
Fax 416-325-5397
HOURS: 8:30 - 5:00

The Corporate Policy and Intergovernmental Affairs Branch provides strategic leadership to the ministry's estimates process, and policy advice on human resources issues in transfer payment agencies. It provides the ministry with the capacity for long-term planning and is responsible for developing strategic policy frameworks to address issues affecting the social services sector. It also develops policies and responds to federal/provincial and provincial/municipal issues.

FINANCE AND BUSINESS SUPPORT BRANCH
Hepburn Block
80 Grosvenor St., 4th Flr.
Toronto M7A 1E9
416-325-5104
Fax 416-325-5125
HOURS: 9:00-5:00

The Finance and Business Support Branch is responsible for analyzing and evaluating the financial and resource implications of ministry programs, coordinating estimates preparation and multi-year financial planning, providing financial management services to ministry branches, coordinating financial planning for the ministry and liaising with Treasury Board.

FINANCIAL PLANNING AND BUSINESS MANAGEMENT BRANCH
Hepburn Block
80 Grosvenor St., 4th Flr.
Toronto M7A 1E9
416-325-5106
Fax 416-325-5125

2 Bloor St. W., 10th & 11th Flr.
Toronto M4W 3V5
416-326-8000
Fax 416-326-8192

This branch provides a broad range of financial, treasury and management services including better business practices.

The branch is responsible for: the processing of all financial transactions, including: financial administration policy; banking; expenditure payments; revenue; electronic funds transfers; financial reporting; ministry financial systems; general services, asset and fleet management; analysing and evaluating the financial and resource implications of ministry programs; coordinating estimates preparation and multi-year financial planning; providing financial management services to ministry branches; coordinating financial plannig for the ministry and liaising with the Ministry of Finance.

FINANCIAL PLANNING AND BUSINESS MANAGEMENT BRANCH
FINANCIAL POLICY AND BUSINESS IMPROVEMENT
2 Bloor St. W., 10th & 11th Flr.
Toronto M4W 3V5
416-326-8000
Fax 416-326-8192

The Financial Policy and Business Improvement area is responsible for leading and promoting the development and implementation of better business practices, and progressive customer service throughout the ministry; providing policy advice and support in the financial management and general administration of the ministry, and asset and fleet management.

Responsibility for the administration of Young Offenders (YOA), Vocational Rehabilitation of Disabled Persons (VRDP) and Welfare Programs for Natives (IWS) cost-sharing agreements and the resolution and completion of the Canada Assistance Plan (CAP) and claims administration. General services including mail, messenger and duplicating services also fall under this area.

HUMAN RESOURCES BRANCH
2 Bloor St. W., 23rd Flr.
Toronto M7A 1E9
416-327-4755
416-327-4817 (TTY)
Fax 416-327-0561
HOURS: 8:30-4:45

The Human Resources Branch provides services to ministry staff regarding classification, compensation and staffing policies; investigation of employee grievances; occupational health and safety; human resources planning; performance management; equal opportunity, training and development.

INFORMATION SYSTEMS BRANCH
5140 Yonge St., 11th & 12th Flrs.
North York M2N 6L7
416-327-4000
Fax 416-327-1848 11th Flr.
Fax 416-327-1517 12th Flr.
Fax 416-327-0307 FIPPA
HOURS: 8:00-5:00

The Information Systems Branch is responsible for putting modern, integrated and effective technology in place across the ministry by developing ministry-wide systems and databases, and implementing office automation, computing power and networks appropriate to the ministry's structure.

INFORMATION SYSTEMS BRANCH
MANAGEMENT INFORMATION AND PLANNING
5140 Yonge St., 12th Flr.
North York M2N 6L7
416-730-6490
Fax 416-730-6465
HOURS: 8:00-5:00

The Management Information and Planning Unit is responsible for strategic planning for ministry data and technology initiatives, quality assurance for systems development, the ministry's Forms and Records Unit and the ministry's Freedom of Information and Protection of Privacy Unit.

INFORMATION SYSTEMS BRANCH
SOCIAL ASSISTANCE AND EMPLOYMENT UNIT
5140 Yonge St., 11th Flr.
North York M2N 6L7
416-730-6588
Fax 416-730-6654
HOURS: 8:00-5:00

The Social Assistance and Employment Unit provides support to the ministry's income maintenance and employment computer systems. The unit provides hot-line support to users and is responsible for maintenance and enhancements of the systems.

CHILDREN, FAMILY AND COMMUNITY SERVICES DIVISION

Hepburn Block
80 Grosvenor St., 6th Flr.
Toronto M7A 1E9
416-325-5607
Fax 416-325-5615
HOURS: 8:30-5:00

The Children, Family and Community Services Division is responsible for the development and design of policies on child care, children's services and community services.

The division includes the Child Care Branch, Children's Services Branch and Community Services Unit.

CHILD CARE BRANCH
Hepburn Block
80 Grosvenor St., 4th Flr.
Toronto M7A 1E9
416-327-4865
Fax 416-327-0563
OTHER LANGUAGES: French
HOURS: 8:30-4:45

The Child Care Branch is responsible for policy development and program design to facilitate child care service delivery at the area office level. Area offices allocate funding as well as monitor and license centre-based and home child care programs under the Day Nurseries Act.

Licensed centre-based care or "group care" is provided in a variety of settings (schools, churches, public buildings, etc). Licensed home child care agencies recruit and train home child care providers who provide care in their homes and monitor child care arrangements. Licensed home child care programs are offered by non-profit community boards of directors, for-profit operators, municipalities and colleges.

The ministry provides child care fee subsidies to families in financial need; wage subsidy funding to improve staff salaries and provider payments; and funding for child care resource centres.

Fee subsidies are cost-shared on an 80:20 basis between the province and municipalities/approved corporations/Indian bands. Municipalities may also operate their own licensed programs, purchase service (spaces) for subsidy clients and provide day-to-day management of the fee subsidy system.

Where municipalities do not offer fee subsidies, approved corporations (non-profit organizations that received funding directly from the province to provide subsidies) cost-share fee subsidies, with their 20% share raised from parent fees and/or fundraising.

CHILDREN'S SERVICES BRANCH
Hepburn Block
80 Grosvenor St., 4th Flr.
Toronto M7A 1E9
416-325-5315
Fax 416-325-5349
HOURS: 8:30-5:00

The **Children**'s Services Branch develops policies and programs for services under the Child and Family Services Act, 1984, including services for native people; licensing of children's residential care facilities; confidentiality of and access to records; use of extraordinary measures; young offender services; child **welfare** services; and treatment, intervention and primary abuse prevention services.

Child Welfare Services are provided through Children's Aid Societies (CASs). Services include support, **counselling** and supervision of children and families in their homes, and placement and care of children in foster and adoption homes or in children's residences, by agreement with the family or by court order.

Child Treatment Services, by or under the supervision of psychiatrists for severely disturbed children, may be provided through ministry-operated facilities or approved agencies in residential or non-residential programs, and usually in association with other helping professionals.

Child and Family Intervention Services, provided through approved agencies, for children with social, emotional or behavioural problems and their families, include assessment and counselling and life skills training and may be residential or non-residential.

Young Offenders Services are provided through approved agencies, contractual arrangements with service providers and ministry-operated facilities for children 12-15 years of age who are in conflict with the law and subject to the Young Offenders Act or the Provincial Offences Act. Services include detention, pre-disposition reports, community service programs, probation supervision and open and secure custody.

A Community Support Service is a support or prevention service that is aimed at facilitation/improvement of social support for populations at risk and designed to reduce the likelihood of need for ongoing or more intensive services. Community Support Services also include review and advisory bodies, and consist of activities such as prevention, professional consultation and research.

COMMUNITY SERVICES UNIT
Hepburn Block
80 Grosvenor St., 4th Flr., Rm. 476
Toronto M7A 1E9
416-327-4950
Fax 416-327-0570
HOURS: 8:30-5:00 

The Community Services Unit is responsible for policy development, program design and implementation planning of community-based services for adults and **families**. It liaises with other branches, divisions, ministries, governments, community services and supports program delivery through policy clarification.

Areas of policy/program responsibility include:

Violence Against **Women** Program: services/supports women who are victims of violence and their families. These include shelters, crisis telephone lines, emergency transportation and community-based **counselling**.

Hostels: room and board on an emergency, domiciliary or transitory basis for people or families in need. Funds are available through General **Welfare** Assistance (GWA).

Supportive **Housing**: permanent living arrangements provided by Ministry of Community and Social Services for people with special needs who would otherwise be unable to live independently in non-profit social housing.

Interpreter/Intervenor Services: sign language to translate spoken words for those who cannot hear and manual transcription of information for individuals who can neither see nor hear.

Aboriginal Services: policy leads for the implementation of Ontario Aboriginal Healing and Wellness Strategy and leading the ministry's role in implementing the Aboriginal Policy Framework.

PROGRAM MANAGEMENT DIVISION

Hepburn Block
80 Grosvenor St., 6th Flr.
Toronto M7A 1E9
416-325-5581
Fax 416-325-5432
HOURS: 8:30-5:00 

The Program Management Division is responsible for the delivery of all ministry programs. The division is comprised of Area and Local Offices; Developmental Services Branch, Management Support Branch and the Office of Child and Family Service Advocacy.

Adults' Services Programs, delivered by area and local offices, include Family Benefits Assistance (FBA), **Vocational** Rehabilitation Services (VRS), Handicapped **Children**'s Benefit (HCB), General **Welfare** Assistance (GWA) (administered by municipalities and Indian Band Councils or by the province in unorganized territories) and the Senior Citizens' Program. These programs are described in individual entries.

Children's Services Programs, delivered by area offices include Child Welfare (Children's Aid Societies), Day Nurseries, Probation Services for Children (Juvenile Corrections), Residential Care and Residential Treatment Services, and **Community** Programs for developmentally disabled children. These programs are described in individual entries.

The Developmental Services Branch is responsible for identification and development of policy in the area of developmental services, support to program delivery at the area and local office level, management of 8 facilities for the developmentally disabled and providing leadership in the area of developmental services.

The facilities for the Developmentally Disabled and the Youth Corrections Program, which includes probation offices, training schools and detention homes for children, are described in individual entries.

The Management Support Branch is responsible for strategic management, agency support and program coordination for the division. It includes Child Care, Children's Services, Social Assistance and Employment, Community Services, Finance, Information, Organizational Development, Aboriginal Services, Chaplaincy Services, Adoptions, Adoption Disclosure, Private and International Adoption, Child Abuse Register, Crown Ward Reviews and support to boards. The Office of Child and Family Service Advocacy is responsible for protecting the rights and interests of children and **families** who are receiving or seeking services from the ministry.

AREA AND LOCAL OFFICES

Refer to the listing of the ministry's area and local offices.

CENTRAL AREA

Aurora Local Office
15483 Yonge St. N.
Aurora L4G 1M5
905-727-3156
Fax 905-841-1220
Fax 905-727-4329
HOURS: 8:30-4:30

Barrie Area Office
34 Simcoe St.
Barrie L4N 6T4
705-737-1311
1-800-461-7551 (Toll-free)
705-737-9601 (TTY)
Fax 705-737-5141 Community Program, 2nd Flr.
Fax 705-737-4197 Income Maintenance, VRS, 1st Flr.
OTHER LANGUAGES: French
HOURS: 8:30-4:30

Burlington Local Office
Burlington Square
760 Brant St.
Burlington L7R 4B7
905-639-0188
905-639-0738 (TTY)
Fax 905-639-1106
HOURS: 8:30-4:45

Local Office
1500 Royal York Rd.
Etobicoke M9P 3B6
416-314-6262
416-314-9052 (TTY)
Fax 416-314-3647
HOURS: 8:30-4:45

Mississauga Area Office
1140 Burnhamthorpe Rd. W., Ste. 212
Mississauga L5C 4E9
905-897-3100
905-897-3109 (TTY)
Fax 905-896-0206
OTHER LANGUAGES: French
HOURS: 8:30-4:45

Local Office
1870 Wilson Ave.
North York M9M 1A5
416-325-5900
416-325-5846 (TTY)
Fax 416-325-5946
Fax 416-325-5901 Income Maintenance
OTHER LANGUAGES: French
HOURS: 8:30-4:45

Local Office
47 Sheppard Ave. E., 7th Flr.
North York M2N 5X5
416-314-6514
Fax 416-314-6649
Fax 416-314-6769 Income Maintenance
OTHER LANGUAGES: French
HOURS: 8:30-4:45

Local Office
700 Memorial Ave.
P. O. Box 98
Orillia L3V 6H9
705-325-7408
HOURS: 8:30-4:30

Local Office
770 Birchmount Rd., Unit 30
Scarborough M1L 5H3
416-325-0123
416-325-0503 (TTY)
Fax 416-325-0175
OTHER LANGUAGES: French
HOURS: 8:30-4:45

Local Office
710 Progress Ave., Unit 1
Scarborough M1H 2X3
416-314-9066
Fax 416-314-8569
HOURS: 8:30-4:45

Toronto Area Office
2195 Yonge St., 8th Flr.
Toronto M7A 1G1
416-325-0500
Fax 416-325-0541
OTHER LANGUAGES: French
HOURS: 8:30-4:45

Local Office
121 Kennedy Ave., 2nd Flr.
Toronto M6S 2X8
416-760-2400
416-760-2422 (TTY)
Fax 416-760-2456
Fax 416-760-2487 Income Maintenance
OTHER LANGUAGES: French
HOURS: 8:30-4:45

Local Office
252 Parliament St.
Toronto M5A 3A4
416-314-5000
416-314-9056 (TTY)
Fax 416-314-5001
OTHER LANGUAGES: French
HOURS: 8:30-4:45

Local Office
815 Danforth Ave., 2nd Flr.
Toronto M4J 1L2
416-314-5700
416-314-5701 (TTY)
Fax 416-314-3843
HOURS: 8:30-4:45

NORTHERN AREA

Bracebridge Local Office - Family Benefits
274 Manitoba St.
P. O. Box 838
Bracebridge P0B 1C0
705-645-8718
1-800-665-9718 (Toll-free)
HOURS: 8:00-5:00

Bracebridge Local Office (VRS)
280 Manitoba St.
P. O. Box 838
Bracebridge P0B 1C0
705-645-1202
1-800-665-9718 (Toll-free)
Fax 705-645-1205
HOURS: 8:00-5:00

Chapleau Satellite Office
14 Young St.
Chapleau P0M 1K0
705-864-0429
OTHER LANGUAGES: French
HOURS: 8:15-5:00

Cochrane Satellite Office
59 First St.
Cochrane P0L 1C0
705-272-4846
705-272-4848 Probation and Community Services
Fax 705-272-3581
OTHER LANGUAGES: French
HOURS: 8:30-4:45

Dryden Satellite Office
479 Government Rd.
P. O. Box 1020
Dryden P8N 3E3
807-223-2241 Income Maintenance
807-223-3321 Probation and Community Services
1-800-565-5970 (Toll-free)
Fax 807-223-5740
HOURS: 8:30-4:45

Elliot Lake Local Office
18 Philip Walk
Elliot Lake P5A 2S6
705-848-5259
Fax 705-848-4467
OTHER LANGUAGES: French
HOURS: 8:30-4:45

Espanola Satellite Office
456 Centre St.
P. O. Box 1090
Espanola P0P 1C0
705-869-5701 Income Maintenance
705-869-2601 Probation and Community Services
OTHER LANGUAGES: French
HOURS: 8:15-4:30

Fort Frances Satellite Office
338 Scott St.
P. O. Box 760
Fort Frances P9A 3N1
807-274-9846 Income Maintenance
807-274-3208 Probation and Community Services
1-800-668-1415 (Toll-free)
Fax 807-274-2572
OTHER LANGUAGES: French
HOURS: 8:15-4:30

Geraldton Satellite Office
416 Main St.
P. O. Box 1029
Geraldton P0T 1M0
807-854-1840
Fax 807-854-0705
OTHER LANGUAGES: French
HOURS: 8:30-4:45

Gore Bay Satellite Office
P. O. Box 358
Gore Bay P0P 1H0
705-282-2288
HOURS: 8:30-4:30

Hearst Satellite Office - Income Maintenance
New Medical Bldg.
613 Front St.
P. O. Box 2140
Hearst P0L 1N0
705-362-4238
HOURS: 8:30-4:30

Hearst Satellite Office - Probation and Community Services
New Medical Bldg.
1405 Edward St.
P. O. Box 806
Hearst P0L 1N0
705-362-5145
HOURS: 8:30-4:30

Kapuskasing Satellite Office - Income Maintenance
46 Queen St., 1st Flr.
P. O. Box 44
Kapuskasing P5N 2Y1
705-335-6108
OTHER LANGUAGES: French
HOURS: 8:30-4:45

Kapuskasing Satellite Office - Probation and Community Services
46 Queen St., 1st Flr.
P. O. Box 295
Kapuskasing P5N 2Y1
705-335-8573
OTHER LANGUAGES: French
HOURS: 8:30-4:45

Kenora/Rainy River District Office
20 Main St. S.
Kenora P9N 1S7
807-468-2400
1-800-268-2970 (Toll-free)
Fax 807-468-2449
Fax 807-468-2499 Income Maintenance
HOURS: 8:15-4:30

Kirkland Lake Local Office
10 Government Rd. E., Ste. 209, Upper Level
P. O. BOX 787
Kirkland Lake P2N 3K5
705-567-3391
If long distance ask operator for Zenith 21370 (Toll-free)
Fax 705-567-5011
OTHER LANGUAGES: French
HOURS: 8:00-4:45

Moosonee Satellite Office
Ontario Government Bldg.
Revillon Rd. N.
P. O. Box 160
Moosonee P0L 1Y0
705-336-2984
HOURS: 8:00-4:30

New Liskeard Local Office
Ontario Government Bldg.
310 Whitewood Ave.
P. O. Box 2260
New Liskeard P0J 1P0
705-647-7447 Income Maintenance
705-647-7134 Probation and Community Services
Fax 705-647-5267
OTHER LANGUAGES: French
HOURS: 8:30-4:30

North Bay Area and District Office
621 Main St. W.
North Bay P1B 2V6
705-474-3540
Fax 705-474-5815 Area Office
Fax 705-474-3825 District Office
OTHER LANGUAGES: French
HOURS: 8:30-4:45

Parry Sound Local Office
2 May St.
Parry Sound P2A 1S2
705-746-2717
1-800-465-4287 (Toll-free)
Fax 705-746-9844
HOURS: 8:30-4:45

Red Lake Satellite Office
Ontario Government Bldg.
115 Howey St.
P. O. Box 827
Red Lake P0V 2M0
807-727-2174
1-800-265-1755 (Toll-free)
Fax 807-727-2502
HOURS: 8:15-4:30

Sault Ste. Marie District Office
345 Queen St. E.
P. O. Box 68
Sault Ste. Marie P6A 1Z5
705-253-2001
705-253-2091 (TTY)
Fax 705-253-2082
OTHER LANGUAGES: French
HOURS: 8:30-4:45

Sioux Lookout Satellite Office
63 King St. S.
P. O. Box 338
Sioux Lookout P0V 2T0
807-737-3813 Income Maintenance
807-737-2162 Probation and Community Services
1-800-465-9204 (Toll-free)
Fax 807-737-2363
HOURS: 8:15-4:30

South River Satellite Office
Toronto Ave. N., Hwy. 11
P. O. Box 161
South River P0A 1X0
705-386-2571
1-800-461-5498 (Toll-free)
HOURS: 8:30-4:30

Sturgeon Falls Satellite Office
186 Main St.
Sturgeon Falls P0H 2G0
705-753-1611
1-800-461-6977 (Toll-free)
Fax 705-753-5411
OTHER LANGUAGES: French
HOURS: 8:30-4:00

Sudbury Local Office
199 Larch St., 5th Flr.
Sudbury P3E 5P9
705-675-4515
1-800-461-1167/9 (Toll-free)
705-675-3233 (TTY)
Fax 705-671-2163
OTHER LANGUAGES: French
HOURS: 8:15-4:45

Sudbury Area and District Office
10 Elm St., 3rd Flr.
Sudbury P3C 5N3
705-675-4250
1-800-265-1222 (Toll-free)
705-675-4353 (TTY)
Fax 705-688-3099
OTHER LANGUAGES: French
HOURS: 8:30-4:45

Sudbury District Office - VRS Unit
200 Brady St., 6th Flr.
Sudbury P3E 5K3
705-675-4515
1-800-268-6119 (Toll-free)
705-675-8110 (TTY)
Fax 705-688-3153
OTHER LANGUAGES: French
HOURS: 8:15-4:45

Thunder Bay Area and District Office
710 Victoria Ave., 3rd Flr.
Thunder Bay P7C 5P7
807-622-2272
807-625-7485 2nd Flr.
1-800-465-5561 (Toll-free)
Fax 807-625-7480
OTHER LANGUAGES: French
HOURS: 8:30-4:45

Timmins District Office
11 Elm St. N., Main Flr.
Timmins P4N 6A3
705-267-7901
If long distance ask operator for
Zenith 21370 (Toll-free)
Fax 705-267-1586
OTHER LANGUAGES: French
HOURS: 8:30-4:45

SOUTHEAST AREA

Ajax Satellite Office - Probation and Community Services
467 Westney Rd. S., Unit 13
Ajax L1S 6V8
905-683-1250
HOURS: 8:30-4:45

Alexandria Satellite Office
110 Main St. N.
P. O. Box 520
Alexandria K0C 1A0
613-525-4198
If long distance ask operator for
Zenith 35500 (Toll-free)
HOURS: 8:30-4:45

Barry's Bay Satellite Office
P. O. Box 40
Barry's Bay K0J 1B0
613-756-3506
If long distance ask operator for
Zenith 21370 (Toll-free)
HOURS: 8:30-4:30

Belleville Local Office - Income Maintenance
199 Dundas St. E.
Belleville K8N 1E2
613-962-9562
1-800-267-4355 (Toll-free)
613-962-2927 (TTY) Income Maintenance
613-967-2094 (TTY) Vocational Rehabilitation Services
Fax 613-966-9788
Fax 613-967-2009 Vocational Rehabilitation Services
HOURS: 8:30-4:45

Belleville Satellite Office - Probation and Community Services
121 Dundas St. E., Ste. 103
Belleville K8N 1C3
613-967-2011
613-967-2094 (TTY)
Fax 613-967-2009
HOURS: 8:30-4:45

Brockville Local Office
51 King St. E.
Brockville K6V 1A7
613-345-1200
1-800-267-0834 (Toll-free)
Fax 613-345-1332
HOURS: 8:30-4:45

Cornwall Local Office
4 Montreal Rd., 3rd Flr.
Cornwall K6H 1B1
613-932-3381
If long distance ask operator for Zenith 35500 (Toll-free)
Fax 613-933-0354
OTHER LANGUAGES: French
HOURS: 8:30-4:30

Hawkesbury Local Office
876 James St.
Hawkesbury K6A 2W8
613-632-1171
If long distance ask operator for Zenith 35500 (Toll-free)
Fax 613-632-6805
OTHER LANGUAGES: French
HOURS: 8:30-4:30

Kingston Area Office
1055 Princess St., Ste. 103
Kingston K7L 5T3
613-545-0539
613-544-5099 (TTY)
Fax 613-545-4550
HOURS: 8:30-4:45

Lindsay Local Office
Ontario Government Bldg.
322 Kent St. W., 2nd Flr.
P. O. Box 7000
Lindsay K9V 5E5
705-324-6128
If long distance ask operator for Zenith 49740 (Toll-free)
Fax 705-324-5244
HOURS: 8:30-4:45

Ottawa Area Office
10 Rideau St., 5th, 6th, 7th Flrs.
Ottawa K1N 9J1
613-234-1188
613-787-3959 (TTY) Family Benefits
613-562-6964 (TTY) Vocational Rehabilitation Services
613-787-1218 (TTY) PSW/ERO/FBA - 170 Laurier Ave W
613-234-1225
Fax 613-787-3990 7th Flr.
Fax 613-787-4090 6th Flr.
Fax 613-787-4096 Family Benefits - 5th Flr.
Fax 613-562-6991 Vocational Rehab. - 1 Nicholas St
Fax 613-787-1223 PSW/ERO - 170 Laurier Ave W
Fax 613-787-1217 FBA 170 Laurier Ave W
OTHER LANGUAGES: French
HOURS: 8:30-4:30

Pembroke Local Office
77 Mary St., 3rd Flr.
Pembroke K8A 5V4
613-735-1073
613-735-7005 (TTY)
Fax 613-735-6256
OTHER LANGUAGES: French
HOURS: 8:30-4:30

Peterborough Area Office
178 Charlotte St.
Peterborough K9J 2T8
705-742-9292
If long distance ask operator for Zenith 21370 (Toll-free)
705-742-7507 (TTY)
Fax 705-743-7998
HOURS: 8:30-4:45

Port Hope Local Office
138 Hope St. N.
Port Hope L1A 2P1
905-885-7205
905-885-9269 (TTY)
Fax 905-885-4843
HOURS: 8:30-4:45

Renfrew Local Office
357 Raglan St. S.
Renfrew K7V 1R6
613-432-4886
If long distance ask operator for Zenith 21370 (Toll-free)
Fax 613-432-9872
HOURS: 8:30-4:30

SOUTHWEST AREA

Brantford Local Office
38 Darling St., 3rd Flr.
Brantford N3T 6A8
519-756-5790
519-756-5790 (TTY)
Fax 519-756-2320
HOURS: 8:30-4:30

Cambridge Local Office
150 Main St.
Cambridge N1R 8H6
519-740-5758
519-623-6593 (TTY)
Fax 519-623-4752
HOURS: 8:30-4:30

Chatham Local Office
48 Fifth St. S., 2nd Flr.
Chatham N7M 4V7
519-352-5040
Fax 519-352-2813
OTHER LANGUAGES: French
HOURS: 8:30-4:30

Clinton Local Office
75 Wellington St.
P. O. Box 1150
Clinton N0M 1L0
519-482-3971
1-800-265-3955 (Toll-free)
Fax 519-482-9760
HOURS: 8:30-4:45

Oshawa Local Office
1400 Hopkins St.
Whitby L1N 2C3
905-665-1030 (TTY) Voice
Fax 905-665-1050
HOURS: 8:30-4:45

Guelph Local Office
Wellington Plaza
86 Gordon St.
Guelph N1H 4H6
519-822-1561 (TTY)
1-800-833-9951 (Toll-free)
Fax 519-837-0789
HOURS: 8:30-4:45

Hamilton Area Office - Direct Services
119 King St. W., 6th Flr.
P. O. Box 2112
Hamilton L8N 3Z9
905-521-7280
905-546-8276 (TTY)
905-521-7319 Finance/Administrative Systems
Fax 905-546-8277 Area Office
Fax 905-546-8284 Direct Services/Income Maintenance
Fax 905-521-7736 Direct Services/Finance/Admin/Systems/Human Resources
OTHER LANGUAGES: French
HOURS: 8:15-4:45

London Area Office
217 York St., Ste. 203
P. O. Box 5217
London N6A 5R1
519-438-5111
1-800-265-4197 (Toll-free)
519-663-5276 (TTY)
Fax 519-672-9510
OTHER LANGUAGES: French
HOURS: 8:30-4:45

Niagara Falls Local Office - Probation and Community Services
4701 St. Clair Ave., 1st Flr.
P. O. Box 201
Niagara Falls L2E 3S9
905-357-0363 Income Maintenance
905-357-1066 Probation and Community Services
Fax 905-357-9406
HOURS: 8:15-4:30

Owen Sound Satellite Office - Direct Services
945 Third Ave. E.
P. O. Box 697
Owen Sound N4K 5R4
519-376-1951
If long distance ask operator for Zenith 21370 (Toll-free)
519-376-3307 (TTY)
Fax 519-376-4544
HOURS: 8:30-4:45

Owen Sound Satellite Office - Community Services
1290 Third Ave. E.
Owen Sound N4K 1L5
519-376-1951
Fax 519-376-4254
HOURS: 8:30-4:45

Sarnia Local Office
720 Christina St. N.
Sarnia N7V 3C2
519-337-3735
If long distance ask operator for Zenith 21370 (Toll-free)
Fax 519-337-7122
HOURS: 8:30-4:30

Simcoe Local Office
25 Kent St. N.
Simcoe N3Y 3S1
519-426-9350
1-800-265-8071 (Toll-free)
519-426-0351 (TTY)
Fax 519-4426-7909
HOURS: 8:30-4:45

St. Catharines Local Office
110 James St., 5th Flr.
St. Catharines L2R 6S4
905-688-3022
If long distance ask operator for Zenith 21370 (Toll-free)
905-688-3022 (TTY)
Fax 905-688-2904
HOURS: 8:15-4:30

St. Thomas Local Office - Probation Services
300 Talbot St., Unit G19
St. Thomas N5P 4E2
519-631-6614
1-800-461-2793 (Toll-free)
HOURS: 8:30-4:45

St. Thomas Local Office - Family Benefits
427 Talbot St., 3rd Flr.
P. O. Box 309
St. Thomas N5P 3T9
519-631-3032
519-637-2217 (TTY)
1-800-561-3886 (Toll-free)
Fax 519-631-9174
HOURS: 8:30-4:45

Stratford Local Office
186 Ontario St.
Stratford N5A 3H4
519-271-1530
519-271-0124 (TTY)
Fax 519-271-9971
HOURS: 8:30-4:45

Walkerton Satellite Office - Probation and Community Services
215 Cayley St.
P. O. Box 1058
Walkerton N0G 2V0
519-881-0977
HOURS: 8:30-4:45

Waterloo Area Office
Waterloo Square
75 King St. S., 5th Flr.
Waterloo N2J 1P2
519-886-4700
If long distance ask operator for
Zenith 37610 (Toll-free)
(Grey, Bruce, Waterloo, Wellington)
519-886-8304 (TTY)
Fax 519-885-1580
Fax 519-886-4700 Income Maintenance, VRS, Probation Services
OTHER LANGUAGES: French
HOURS: 8:30-4:45

Welland Local Office
3 Cross St., 2nd Flr.
Welland L3B 5X6
905-735-6510
Fax 905-735-8042
OTHER LANGUAGES: French
HOURS: 8:15-4:30

Windsor Area Office
Ontario Government Bldg.
250 Windsor Ave., 1st Flr.
Windsor N9A 6V9
519-254-1651
If long distance ask operator for
Zenith 21370 (Toll-free)
519-254-3911 (TTY)
Fax 519-255-1152
OTHER LANGUAGES: French
HOURS: 8:30-4:30

Woodstock Local Office
432 Simcoe St.
Woodstock N4S 1J8
519-537-5579
1-800-461-7296 (Toll-free)
519-537-8429 (TTY)
Fax 519-537-8529
HOURS: 8:30-4:45

DEVELOPMENTAL SERVICES BRANCH
Hepburn Block
80 Grosvenor St., 7th Flr.
Toronto M7A 1E9
416-327-4962
Fax 416-325-5554
HOURS: 8:30-5:00

The Developmental Services Branch is responsible for identification and development of policy in the area of developmental services, support to program delivery at the Area and Local Office level and management of 8 directly operated Schedule 1 facilities for developmentally disabled people. The branch provides leadership in the area of developmental services, working with other ministries in the provincial government, other levels of government and service delivery agents.

DEVELOPMENTAL SERVICES BRANCH FACILITIES FOR PEOPLE WITH DEVELOPMENTAL DISABILITIES

Residential, treatment and training programs and services for developmentally **disabled persons** are delivered through 6 provincially operated (Schedule 1) and 9 local community/board-operated (Schedule 2) facilities that fall under ministry jurisdiction.

Facilities directly operated by the ministry are: The Adult Occupational Centre in Edgar; The Huronia Regional Centre in Orillia; The Southwestern Regional Centre in Cedar Springs; The Midwestern Regional Centre in Palmerston; Prince Edward Heights in Picton and Rideau Regional Centre in Smiths Falls.

Adult Occupational Centre in Edgar (AOC)
P. O. Box 12000
Barrie L4M 4W3
705-728-6910
Fax 705-726-2052 Bldg. 4
Fax 705-728-1254 Bldg. 14
Fax 705-728-4538 Bldg. 16
HOURS: 8:30-4:30

Southwestern Regional Centre in Cedar Springs (SRC)
R. R. 1
Blenheim N0P 1A0
519-676-6000
Fax 519-676-5836
OTHER LANGUAGES: French
HOURS: 8:30-4:30

C.P.R.I.
600 Sanatorium Rd.
London N6H 3W7
519-471-2540
Fax 519-641-1922
HOURS: 8:30-4:30

Huronia Regional Centre (HRC)
P. O. Box 1000
Orillia L3V 6L2
705-326-7361
Fax 705-326-5269 Administration
Fax 705-728-4538 Bldg. 16
Fax 705-326-2606 Purchasing
HOURS: 8:15-4:30

Midwestern Regional Centre (MRC)
P. O. Box 400
Palmerston N0G 2P0
519-343-2015
Fax 519-343-2215
HOURS: 8:30-4:30

Prince Edward Heights (PEH)
P. O. Box 440
Picton K0K 2T0
613-476-2104
Fax 613-476-6857
HOURS: 8:15-4:30

Rideau Regional Centre (RRC)
P. O. Box 2000
Smiths Falls K7A 4T7
613-284-0123
Fax 613-283-3463
HOURS: 8:00-4:30

MANAGEMENT SUPPORT BRANCH
Hepburn Block
80 Grosvenor St., 7th Flr., Rm. 760
Toronto M7A 1E9
416-325-5440
Fax 416-325-5500
HOURS: 8:30-5:00

The branch is the focal point for the collection and distribution of information between field offices and head office. This branch ensures that field office activity is consistent with ministry priorities.

The branch provides direct delivery of some province-wide services, where branch staff support the management of ministry programs and resources by working with program staff in area offices.

The Management Support Branch includes the following functions: coordination of child care, children's services, social assistance and employment, community support services, finance, information, organizational development, aboriginal services, chaplaincy services, adoptions, adoption disclosure, private and international adoption, child abuse register, Crown ward reviews and administration support to boards and commissions.

MANAGEMENT SUPPORT BRANCH
ABORIGINAL SERVICES UNIT
Hepburn Block
80 Grosvenor St., 7th Flr., Rm. 760
Toronto M7A 1E9
416-325-5560
807-468-2431 Kenora location
Fax 416-325-5500
HOURS: 8:30-5:00

The Aboriginal Services Unit is responsible for providing support within the Program Management Division, identifying and resolving issues and monitoring programs delivered by the division.

MANAGEMENT SUPPORT BRANCH
CENTRAL SERVICES UNIT
2 Bloor St. W., 24th Flr.
Toronto M7A 1E9
416-327-4730
Fax 416-327-0573
HOURS: 8:30-4:45

The Central Services Unit is responsible for the Adoptions Unit, the Child Abuse Register and the Crown Ward Review Unit, as well as providing administrative support to the ministry's boards and commissions.

MANAGEMENT SUPPORT BRANCH
CHAPLAINCY SERVICES UNIT
35 McCaul St., 2nd Flr., Ste. 200
Toronto M5T 1V7
416-326-6859
Fax 416-326-6867
OTHER LANGUAGES: French
HOURS: 8:30-4:45

The Ministry of Community and Social Services acts as the "lead ministry" in coordinating the services of chaplains employed by other ministries as well as the Ministry of Community and Social Services. **Chaplaincy** Services Ontario works with the Ontario Multifaith Council on Spiritual and Religious Care (OMCSRC) and government ministries in developing and implementing policy with regards to the provision and delivery of spiritual and religious care.

Hamilton/Niagara Region
119 King St. E., 8th Flr.
Hamilton L8N 3Z9
905-521-7886
Fax 905-521-7565
HOURS: 8:30-4:30

Southeast Region
859 Princess St.
Kingston K7L 1G7
613-531-9629
Fax 613-548-6774
HOURS: 8:30-3:30M-Th

Guelph/Goderich Region
Freeport Hospital
3570 King St. E.
Kitchener N2A 2W1
519-894-8309
Fax 519-894-8330
HOURS: 8:30-4:45

Woodstock/Windsor Region
Child & Parent Resource Institute
600 Sanatorium Rd.
London N6H 3W7
519-471-2540
Fax 519-641-1922
HOURS: 8:30-4:45

Georgian Bay/Toronto Region/Peterborough Region
Green Acres Home for the Aged
194 Eagle St.
Newmarket L3Y 1J6
905-773-6404
Fax 905-895-5368
HOURS: 8:30-4:45

Toronto/Mississauga Region
Thistletown Regional Centre
51 Panorama Crt.
Rexdale M9V 4L8
416-326-0798
Fax 416-326-0644
HOURS: 8:30-4:45

Northeast Region - Sudbury District Office
10 Elm St., 3rd Flr.
Sudbury P3C 5N3
705-675-4269
Fax 705-688-3099
OTHER LANGUAGES: French
HOURS: 8:30-4:45

Northwest Region
710 Victoria Ave.
Thunder Bay P7C 5P7
807-625-7444
Fax 807-625-7485
HOURS: 8:30-4:45

MANAGEMENT SUPPORT BRANCH
CHILD ABUSE REGISTER
2 Bloor St. W., 24th Flr.
Toronto M7A 1E9
416-327-4662
Fax 416-327-0573
HOURS: 8:30 - 4:45

The Child Abuse Register is a confidential and restricted register that contains information on verified cases of child abuse that have occurred in Ontario since June 15, 1979. The register is a legislated requirement under the Child and Family Services Act, 1984.

MANAGEMENT SUPPORT BRANCH
CHILD CARE UNIT
Hepburn Block
80 Grosvenor St, 7th Flr.
Toronto M7A 1E9
416-325-5514
Fax 416-325-9631
HOURS: 8:30-5:00

The Child Care Unit is responsible for providing child care support within the Program Management Division, identifying and resolving issues and monitoring program delivery.

MANAGEMENT SUPPORT BRANCH
CHILDREN'S SERVICES UNIT
Hepburn Block
80 Grosvenor St., 7th Flr.
Toronto M7A 1E9
416-325-5508
Fax 416-325-9631
HOURS: 8:30-5:00

The Children's Services Unit is responsible for providing children's services support within the Program Management Division, identifying and resolving issues and monitoring program delivery.

MANAGEMENT SUPPORT BRANCH
COMMUNITY SUPPORT UNIT
Hepburn Block
80 Grosvenor St., 7th Flr.
Toronto M7A 1E9
416-325-5514
Fax 416-325-9631
HOURS: 8:30-5:00

The Community Support Unit is responsible for providing program support within the Program Management Division, identifying and resolving issues and monitoring program delivery.

MANAGEMENT SUPPORT BRANCH
CROWN WARD REVIEW UNIT
2 Bloor St. W., 24th Flr.
Toronto M7A 1E9
416-327-4669
Fax 416-327-0573
HOURS: 8:30-5:00

The Crown Ward Review Unit performs an administrative review of each Crown ward who qualifies under Section 66 (1) of the Child and Family Services Act, 1984. Staff submits reports to the ministry and to the **Children**'s Aid Societies (CASs) responsible for the care of Crown wards.

MANAGEMENT SUPPORT BRANCH
FINANCIAL SERVICES UNIT
Hepburn Block
80 Grosvenor St., 7th Flr., Rm. 760
Toronto M7A 1E9
416-325-5725
Fax 416-325-5500
HOURS: 8:30-5:00

The Financial Services Unit is responsible for handling financial management information requests and providing support to program decision-making within the Program Management Division.

MANAGEMENT SUPPORT BRANCH
INCOME MAINTENANCE AND EMPLOYMENT UNIT
35 McCaul St., 2nd Flr.
Toronto M5T 1V7
416-325-5468
Fax 416-325-5500
HOURS: 8:30-4:45

The Income Maintenance and Employment Unit is responsible for providing support within the Program Management Division, identifying and resolving issues and monitoring program delivery.

MANAGEMENT SUPPORT BRANCH
INFORMATION UNIT
Hepburn Block
80 Grosvenor St., 7th Flr., Rm. 760
Toronto M7A 1E9
416-325-5485
Fax 416-325-5500
HOURS: 8:30-5:00

The Information Unit is responsible for technology planning, implementation and information management within the Program Management Division.

MANAGEMENT SUPPORT BRANCH
ORGANIZATIONAL SUPPORT UNIT
Hepburn Block
80 Grosvenor St., 7th Flr., Rm.760
Toronto M7A 1E9
416-325-5560
Fax 416-325-5500
HOURS: 8:30-5:00

The Organizational Support Unit provides organizational support within the Program Management Division on cross-cutting issues and support to divisional decision makers.

OFFICE OF CHILD AND FAMILY SERVICE ADVOCACY
2195 Yonge St., 10th Flr.
Toronto M7A 1G2
416-325-5669
1-800-263-2841 (Toll-free)
416-325-5756 (TTY)
Fax 416-325-5681
HOURS: 8:30-4:45

The Office of Child and Family Service Advocacy has been in operation since 1978 and is authorized under the Child and Family Services Act to protect the rights and interests of **children** and families who are receiving or seeking services through the Ministry of Community and Social Services. Office staff intercede and speak on behalf of individual children and their families who, without assistance, may not be able to obtain needed services or solutions to problems.

REGIONAL CENTRES FOR CHILDREN AND ADOLESCENTS

The ministry operates centres for children and adolescents. The centres include: CPRI in London, which reports to the London Area Office; Project DARE in South River, which reports to the North Bay Area Office, and Thistletown Regional Centre in Rexdale (Etobicoke), which reports to the Mississauga Area Office.

Thistletown Regional Centre (TRC)
51 Panorama Crt.
Etobicoke M9V 4L8
416-326-0600 Rexdale Campus
905-844-4110 Syl Apps Campus
Fax 416-326-0644 Rexdale Campus
Fax 905-844-0734 Syl Apps Campus
HOURS: 8:30-4:30

Child and Parent Resource Institute (CPRI)
600 Sanatorium Rd.
London N6H 3W7
519-471-2540
519-471-1980 (TTY)
Fax 519-641-1922
HOURS: 8:30-4:30

Project D.A.R.E.
P. O. Box 2000
South River P0A 1X0
705-386-2376
705-386-0550 Intake House
Fax 705-386-2345
OTHER LANGUAGES: French
HOURS: 8:30-4:30

SOCIAL ASSISTANCE AND EMPLOYMENT OPPORTUNITIES DIVISION

Hepburn Block
80 Grosvenor St., 6th Flr.
Toronto M7A 1E9
416-325-5421
HOURS: 8:30-4:30

The Social Assistance and Employment Opportunities Division is responsible for the development of policies and programs, and implementation planning in the area of social assistance and employment opportunities. It supports reform of the social assistance system.

The division includes Social Assistance Reform Project, Social Assistance Programs Branch, and Special Projects Secretariat.

INFORMATION SHARING UNIT
880 Bay St., 4th Flr.
Toronto M7A 2B6
416-326-8200
Fax 416-326-9777
HOURS: 8:30-4:45

The Information Sharing Unit is responsible for investigating and developing information sharing agreements with other levels of government.

SOCIAL ASSISTANCE AUTOMATION PROJECT
5140 Yonge St., 12th Flr.
North York M2N 6L7
416-730-6451
Fax 416-730-6628
Fax 416-326-8098 880 Bay St.
HOURS: 8:00-5:00 

The **Social Assistance** Automation Project unit is responsible for implementing a strategy to update the social assistance information and technology systems in the ministry.

SOCIAL ASSISTANCE PROGRAMS BRANCH
Hepburn Block
80 Grosvenor St., 3rd Flr.
Toronto M7A 1E9
416-325-5255
Fax 416-325-5266
HOURS: 8:30-4:45 

The purpose of the Ontario government's **Social Assistance** Programs Branch is to ensure that a responsive system of financial assistance enables eligible persons in need to obtain a basic level of allowances and benefits, and an opportunity for self-development and independence. Income Maintenance Programs, which are described in individual entries, include Family Benefits Assistance (FBA), General Welfare Assistance (GWA), Handicapped Children's Benefit (HCB) and Vocational Rehabilitation Services (VRS).

SOCIAL ASSISTANCE PROGRAMS BRANCH
POLICY DEVELOPMENT UNIT
Hepburn Block
80 Grosvenor St., 3rd Flr.
Toronto M7A 1E9
416-327-4978
Fax 416-327-0570
HOURS: 8:30-4:45 

The Policy Development Unit is responsible for reviewing and developing Cabinet and Treasury Board submissions; participating with Strategic Directions Division on wider ministry policy issues; writing briefing notes; working on contentious policy issues involving interdivisional, interministerial and intergovernmental responsibilities; and participating in ministry networks, project development with other branches and liaising with Program Management Division ensuring that implementable policies are developed.

SOCIAL ASSISTANCE PROGRAMS BRANCH
PROGRAM DEVELOPMENT UNIT
Hepburn Block
80 Grosvenor St., 3rd Flr.
Toronto M7A 1E9
416-325-5307/8
Fax 416-325-5266
HOURS: 8:30-4:45

The Program Development Unit is responsible for approving regulations, developing and approving guidelines, writing contentious issue reports and housebook notes, approving systems changes, participating in ministry networks, developing and changing all new and existing forms, liaising with Program Management Division ensuring that implementable policies are developed, and giving instruction to the field, municipalities and First Nations.

SOCIAL ASSISTANCE PROGRAMS BRANCH
STATISTICS AND ANALYSIS UNIT
Hepburn Block
80 Grosvenor St., 3rd Flr.
Toronto M7A 1E9
416-325-5282
Fax 416-325-5266
HOURS: 8:30-4:45

The Statistics and Analysis Unit is responsible for statistical information not requiring personal or case information, Form 5 reconciliation and quality control, forecasting, monthly caseload data and participating in all statistics-gathering exercises based on DSS capability.

AGENCIES

CHILD AND FAMILY SERVICES REVIEW BOARD
2 Bloor St. W., 24th Flr.
Toronto M7A 1E9
416-327-4670
Fax 416-327-0558
OTHER LANGUAGES: French
HOURS: 8:30-4:45

The Child and Family Services Review Board provides an appeal mechanism under the Child and Family Services Act (CFSA) and Day Nurseries Act (DNA). The board makes specific decisions on the residential placement of children; refusal of placement by private adoption licensees; refusal, revocation, non-renewal, suspension or contested terms and conditions on licences for children's residences, adoption placement, day nurseries and private home daycare; refusal to disclose adoption information; and applications for the release of children from emergency secure treatment facilities. The board operates independently.

CUSTODY REVIEW BOARD
2 Bloor St. W., 24th Flr.
Toronto M7A 1E9
416-327-4673
Fax 416-327-0558
OTHER LANGUAGES: French
HOURS: 8:30-4:45

The Custody Review Board reviews placements and may hold hearings at the request of young persons in custody. The board operates jointly with the Ministry of the Solicitor General and Correctional Services. The board operates independently.

MEDICAL ADVISORY BOARD

The Medical Advisory Board is responsible for reviewing applications for family benefits assistance from a medical point of view. Recommendations are made by local doctors (medical adjudicators) consulting with area offices.

SOCIAL ASSISTANCE REVIEW BOARD
1075 Bay St., 7th Flr.
Toronto M5S 2B1
416-326-5104
1-800-387-5655 (Toll-free)
Fax 416-326-5135
OTHER LANGUAGES: French
HOURS: 8:30-4:45

The **Social Assistance** Review Board is an independent body that holds province-wide hearings of **appeals** by individuals regarding decisions on General **Welfare** Assistance, **Vocational Rehabilitation** Services and Family Benefits.

SOLDIERS' AID COMMISSION OF ONTARIO
2 Bloor St. W., 24th Flr.
Toronto M7A 1E9
416-327-4674
Fax 416-327-0558
OTHER LANGUAGES: French
HOURS: 8:30-4:45

The Soldiers' Aid Commission of Ontario provides, in exceptional circumstances, emergency aid to eligible World Wars I, II and the Korean War **veterans** who have exhausted all other sources of funds.

ACTS

The Ministry of Community and Social Services is responsible for the Acts listed below.

Charitable Institutions Act
Child and Family Services Act
Child Welfare Municipal Payments Continuance Act, 1976
Day Nurseries Act

Developmental Services Act
District Welfare Administration Boards Act
Family Benefits Act
Financial Administration Act
General Welfare Assistance Act
Homes for Retarded Persons Act
Indian Welfare Services Act
Jewish Family and Child Service of Metropolitan Toronto Act
Ministry of Community and Social Services Act
Soldiers' Aid Commission Act
Vocational Rehabilitation Services Act
Young Offenders Implementation Act, 1982

MINISTRY OF CONSUMER AND COMMERCIAL RELATIONS

Eaton Tower
250 Yonge St., 35th Flr.
Toronto M5B 2N5
416-326-8500
416-326-8566 (TTY)
1-800-268-1142 (Toll-free) in Ontario

The role of the Ministry of Consumer and Commercial Relations focuses on promoting a fair, safe and informed marketplace to support a competitive economy in Ontario.

The ministry is responsible for setting public safety standards for certain kinds of equipment and facilities, and standards of conduct for businesses in the province. The role also involves licensing, promoting consumer rights, inspecting and investigating questionable business practices and taking enforcement measures when necessary.

The ministry is also responsible for registering vital statistics in the province (such as births, deaths, marriages and change of name), land transfers and ownerships, and personal property other than land. Through its agencies, it is responsible for the control of the use and availablity of beverage alcohol, regulation and licensing of charitable gaming events, and classification of films and videos shown in Ontario.

The Liquor Licence Board of Ontario and the Ontario Gaming Control Commission will eventually be merged into the "Alcohol and Gaming Commission of Ontario."

Access our Internet site at: **http://www.ccr.gov.on.ca**

DEPUTY MINISTER'S OFFICE

COMMUNICATION SERVICES BRANCH
Eaton Tower
250 Yonge St., 35th Flr.
Toronto M5B 2N5
416-326-8525
416-326-8566 (TTY)
1-800-268-1142 (Toll-free) in Ontario
Fax 416-326-8543

The Communication Services Branch has two chief areas of responsibility: marketing and communicating the ministry as an organization devoted to promoting a competitive economy and a fair, safe and informed marketplace in Ontario; and, advancing knowledge about the ministry's program responsibilities for setting **standards** and compliance processes which make it attractive for businesses (both foreign and domestic) to invest in Ontario. The branch comprises the News and Information Section and General Inquiry Unit.

The News and Information Section acts as an internal consultative service assisting the programs and divisions in developing strategic **communications** and marketing plans. The external activities of the section involve informing the public, client groups and the media of the ministry's activities through issuing news releases, preparing speeches and statements, producing and distributing newsletters, brochures and other **publications**.

The General Inquiry Unit (GIU) offers a bilinqual **information service** to the general public on the various programs and services offered by the ministry. In addition, touch-tone callers may access the 24-hour automated-voice system to obtain information on ministry programs and issues or to order forms and brochures. GIU telephone numbers are: 1-800-268-1142 (toll free in Ontario) or (416) 326-8555. Hearing/speech-impaired persons using the Visual Ear (TDD) network service can also contact the General Inquiry Unit at (416) 326-8566. Access our Internet Site at: **http://www.ccr.gov.on.ca**

LEGAL SERVICES BRANCH
Eaton Tower
250 Yonge St., 33rd Flr.
Toronto M5B 2N5
416-326-8440
Fax 416-326-8456
Fax 416-326-5179

Legal Services Branch provides legal services to the ministry on the interpretation of **consumer** and commercial statutes and **regulations**, and the preparation and review of proposed **legislation** and regulations. The office also carries out civil **litigation** and **prosecutions** under ministry legislation. Particular areas for which legal services are provided include **real property** and **personal property registration**, **companies** law, **trade**, **liquor** and gaming, technical **standards** and **business** practices.

BUSINESS DIVISION

250 Yonge St., 33rd Flr.
Toronto M5B 2N5
416-326-8578
Fax 416-325-6192
OTHER LANGUAGES: French, Farsi, Hindi
HOURS: 8:00-5:00

The purpose of the **Business** Division is to promote a high level of ethical business conduct by ensuring public disclosure of the essential elements of business transactions and the **registration** and licensing of persons dealing with the public. The division also provides services for the **incorporation** and fundamental changes, including dissolutions and revivals, of **companies**. Questionable business practices and emerging **consumer** concerns are monitored. The division recommends amended or new **legislation** when necessary. The goal is to minimize loss, **complaints** and dissatisfaction, without placing undue burdens on, or undermining the competitiveness of businesses and business persons.

The division includes an administration section, two branches and the Ontario Business Connects project. The Ontario Business Connects Project is a government initiative to simplify and streamline the existing registration and reporting processes for business in Ontario. Individuals and companies are registered by the division under several Acts, with the power to refuse, revoke or suspend registration.

COMPANIES BRANCH
393 University Ave., 2nd Flr., Ste. 200
Toronto M5G 2M2
416-314-8880
1-800-361-3223 (Toll-free) in Ontario
Fax 416-314-4852
HOURS: 8:30- 4:00 

The Companies Branch consists of the Client Information Section, Client Liaison Section, Corporate Search and **Business** Name and Limited Partnership (BNLP) Services, the Corporate Services Section and the Compliance Section.

The Client Information Section provides information to clients to respond to general and specific inquiries about all branch services.

The Client Liaison Section promotes the use of the branch's automated system (Ontario Business Information System - ONBIS) by working in partnership with the private and public sector to provide improved access to corporate and business **registration** information maintained by the branch.

The Corporate Search and BNLP Services Section deals with searches of **corporations** and certificates of corporate status. Microfiche copies of documents (e.g., articles of **incorporation**, special notices) of corporations in Ontario are provided for a fee. This section also registers the business names of sole proprietors, partnerships and corporations that carry on business in Ontario under names other than their own; registers dissolution or withdrawal of these business names; and conducts public searches of documents relating to all the above business enterprises.

The Corporate Services Section examines and processes articles of incorporation, articles of amendment of business corporations, letters patent for incorporation of non-profit corporations (churches, community groups, etc.) and extra-provincial **licences** to non-Canadian business corporations in Ontario. This section also cancels charters (letters patent, certificates of incorporation).

The Compliance Section has responsibility for encouraging and monitoring compliance to the legislation administered by the Companies Branch, particularly in the area of reporting of corporate information to ensure accuracy of the public record. Access to these records is given to the public, the corporate and legal communities, law enforcement agencies and other government departments.

MARKETPLACE STANDARDS AND SERVICES
250 Yonge St., 31st Flr.
Toronto M5B 2N5
416-326-8600 Consumer Services Bureau
416-326-8606 Investigation & Compliance
1-800-268-1142 (Toll-free) in Ontario
Fax 416-326-8665
OTHER LANGUAGES: French, Italian
HOURS: 8:00-5:00 

The Marketplace Standards and Services Branch registers and regulates businesses under a number of business practices statutes. The branch promotes a safe, fair and informed marketplace by setting standards for entry into regulated industries, and by monitoring and enforcing compliance with advertising, security and financial reporting regulations. Some regulated industries will in the near future deliver operational functions now performed by the branch.

The branch administers the following acts: Athletic Control Act, Bailiffs, Cemeteries, Collection Agencies, Condominium, Consumer Protection, Consumer Reporting, Discriminatory Business Practices, Motor Vehicle Dealers, Paperback and Periodical Distributors, Real Estate and Business Brokers, Theatres Act and Travel Industry.

Branch staff represents the ministry on the boards of directors of the Board of Funeral Services and Canadian Motor Vehicle Arbitration Program (CAMVAP), the Travel Compensation Fund and the Motor Vehicle Dealers Compensation Fund.

The branch processes consumer complaints, investigates alleged infractions, inspects registrants under all Acts dealing with consumer protection and monitors the marketplace.

The Consumer Services Bureau answers consumer inquiries and reviews complaints arising from the purchase of goods or services. The Consumer Services Bureau handles complaints under the following Acts: Business Practices (which specifies practices considered to be deceptive, unfair or unconscionable, and provides the consumer with redress procedure); Collection Agencies; Consumer Protection (e.g., finance charges on credit purchases and loans) and door-to-door sales (itinerant sellers); Consumer Reporting (credit reporting and personal information agencies); Motor Vehicle Dealers, (e.g., purchase of motor vehicles); Motor Vehicle Repair (e.g., repairs to motor vehicle); Prepaid Services (e.g., memberships in fitness, health clubs, diet or modelling agencies); Real Estate and Business Brokers; and Travel Industry (travel agents and wholesalers).

MARKETPLACE STANDARDS AND SERVICES
ATHLETICS COMMISSION
1075 Millwood Rd.
Toronto M4G 1X6
416-314-3630
1-800-268-6024 (Toll-free) in Ontario
Fax 416-314-3632
HOURS: 8:00-5:00

The Athletics Commission administers the Athletics Control Act and is responsible for the proper conduct of all professional combative **sports** in Ontario. The commission maintains liaison with **community centres** and **arenas**, and issues **licences** to professional **boxers**, **kickboxers** (full-contact karate), **wrestlers** and all officials involved in these sports.

MARKETPLACE STANDARDS AND SERVICES
BUSINESS REGISTRATION SECTION
250 Yonge St., 32nd Flr.
Toronto M5B 2N5
416-326-8800
1-800-268-1142 (Toll-free) in Ontario
Fax 416-326-8810
OTHER LANGUAGES: French
HOURS: 8:00-5:00

The **Business Registration** Section maintains a central file of businesses and persons registered under the following Acts: Cemeteries (licensing information), Consumer Protection (registration and bonding of **itinerant sellers**), Consumer Reporting (credit reporting and personal investigation agencies), Collection Agencies, Motor Vehicle Dealers, Real Estate and Business Brokers and **Travel** Industry.

The section also answers inquiries on whether a business is registered under these Acts. For questions related to new applications, renewals and revisions, call 416-326-8800.

MARKETPLACE STANDARDS AND SERVICES
CEMETERIES REGULATION SECTION
250 Yonge St., 33rd Flr.
Toronto M5B 2N5
416-326-8392
Fax 416-326-8406
OTHER LANGUAGES: French, Filipino
HOURS: 8:30-5:00

The **Cemeteries** Regulation Section administers the Cemeteries Act, which regulates the operation of cemeteries, **crematoria**, **mausolea**/columbaria and burial grounds. Owners of such facilities and their salespeople must be registered.

The section handles **consumer complaints** and inquiries about burial sites. The section reviews and approves changes to cemeteries and monitors trust accounts holding prepayment and care and maintenance funds. Inquiries can be made at 416-326-8392.

MARKETPLACE STANDARDS AND SERVICES
COLLECTIONS, REPOSSESSIONS, CREDIT REPORTING AND ITINERANT SELLERS PROGRAM
250 Yonge St., 32nd Flr.
Toronto M5B 2N5
416-326-8728
Fax 416-326-8810
OTHER LANGUAGES: French
HOURS: 8:00-5:00 

The Registrar's office regulates **bailiffs**, **collection agencies**, **consumer** reporting agencies (which collect and use personal records, **credit** and financial information) and paperback book and periodical distributors under their respective Acts. **Itinerant sellers** are also regulated under the Consumer Protection Act.

The Registrar arranges appointments for bailiffs and registrations for paperback and periodical distributors. The Business Registration Section handles registrations under all of the other Acts and can be reached at 416-326-8800.

Consumer complaints should be directed to the Consumer Services Bureau, except for complaints about bailiffs, which are handled by district sheriffs.

MARKETPLACE STANDARDS AND SERVICES
MOTOR VEHICLE DEALERS REGULATION
250 Yonge St., 32nd Flr.
Toronto M5B 2N5
416-326-8670
Fax 416-325-0295
OTHER LANGUAGES: French
HOURS: 8:30-4:45 

The Registrar's office administers the Motor Vehicle Dealers Act and related consumer protection legislation to regulate dealers and salespersons of new and used **motor vehicles**. The ministry's Business **Registration** Section assists in the registration function for dealers and salespersons, and maintains a central file. (For registrants, new applications, renewals and revisions, call 416-326-8800). Complaints concerning the purchase and sale of motor vehicles are handled by the Consumer Services Bureaus (listed under the ministry's Marketplace Standards and Services Branch).

The Motor Vehicle Dealers **Compensation** Fund is administered by an independent Board of Trustees. All **claims** and inquiries should be directed to 1200 Bay Street, Suite 1100, Toronto, Ontario, M2R 2A5, telephone 416-975-0832.

MARKETPLACE STANDARDS AND SERVICES
REAL ESTATE AND BUSINESS BROKERS REGULATION
Office of the Registrar
250 Yonge St., 32nd Flr.
Toronto M5B 2N5
416-326-8728 applications for written exams
416-326-8800 registrations
Fax 416-326-8859
HOURS: 8:00-5:00

The **Real Estate** and Business Brokers Act (REBBA) protects Ontario consumers through the **registration** of real estate and business brokers and salespersons. Registration records are maintained by the ministry's Business Registration Section (registrants, new applications, renewals and revisions, call 416-326-8800). Inspectors check the description for accuracy. Complaints regarding real estate and business brokers are handled by the Consumer Services Bureau (listed under this ministry's Marketplace Standards and Services Branch entry).

The Condominium Act sets out the requirements for registration of condominium corporations of all types in Ontario and establishes the framework for the orderly operation of condominium corporations following registration. The structure of the corporations is established through their declarations and bylaws. The REBBA office provides information only and does not ordinarily intervene to resolve condominium related disputes.

MARKETPLACE STANDARDS AND SERVICES
THEATRES SECTION
1075 Millwood Rd.
Toronto M4G 1X6
416-314-3626
1-800-268-6024 (Toll-free) in Ontario, Theatres Section
1-800-268-1142 (Toll-free) in Ontario, general inquiry
Fax 416-314-3632
OTHER LANGUAGES: French, Spanish
HOURS: 8:30a.m. - 4:30 p.m.

The **Theatres** Section, which administers the Theatres Act, issues **licences** to theatres, projectionists, distributors, video retailers and projection equipment (including videotape machines) that are operated for public exhibition.

The section also provides administrative services for the Ontario Film Review Board.

MARKETPLACE STANDARDS AND SERVICES

THEATRES SECTION
ONTARIO FILM REVIEW BOARD
1075 Millwood Rd.
Toronto M4G 1X6
416-314-3626
Fax 416-314-3632
OTHER LANGUAGES: French, Spanish
HOURS: 8:30-4:30

The Ontario Film Review Board is an independent agency of the Ministry of Consumer and Commercial Relations. The board approves and classifies all **films** and videos for exhibition or distribution in Ontario. The Ontario Film Review Board's mission statement is to reflect the diverse communities of Ontario, by striving to reach consensus in the classification of films and videos, and to assist the public in making informed viewing decisions.

MARKETPLACE STANDARDS AND SERVICES
TRAVEL INDUSTRY REGULATION
250 Yonge St., 32nd Flr.
Toronto M5B 2N5
416-326-8741
Fax 416-326-0295
OTHER LANGUAGES: French
HOURS: 8:30-5:00

The Registrar's office administers the **Travel** Industry Act to protect the financial interests of Ontario travellers and ensure ethical conduct and good travel service by registrants. The Travel Industry Act requires the **registration** of travel agents and wholesalers. The ministry's Business Registration Section assists in the registration function and maintains a central file (registrants, new applications, renewals and revisions, call 416-326-8800. Consumer complaints are handled by the Consumer Services Bureau. (These programs are described under the ministry's Marketplace Standards and Services Branch).

The Ontario Travel Industry **Compensation** Fund is administered by an independent board of trustees and reviews consumer **claims** for travel services paid for, but not received, by consumers. The fund may in some cases assist in returning stranded travellers from abroad. Inquiries should be directed to 1200 Bay Street, Suite 1100, Toronto, M2R 2A5, 416-975-0818.

ONTARIO BUSINESS CONNECTS
393 University Ave., Ste. 301
Toronto M5G 2M2
416-326-8566 (TTY)
1-800-565-1921 (Toll-free) in Ontario
Fax 416-314-6533
OTHER LANGUAGES: French

Ontario Business Connects is a government initiative to simplify and streamline the existing registration and reporting processes for businesses in Ontario. Ontario Business Connects manages a network of self-help computer workstations, located throughout the province. New businesses and existing corporations can prepare their registrations using these workstations and electronically transmit them to the different ministries involved with starting or expanding a business (e.g., ministries of Finance, Labour, Consumer and Commercial Relations).

Individuals starting an unincorporated business can register their Business Name instantly and complete four of the most commonly required applications (Retail Sales Tax Vendor Permit, Employer Health Tax, Health Tax for the Self-Employed and Workers' Compensation) at the workstations, transmitting them electronically, thereby eliminating the need for paper forms and signatures. Clients can also instantly renew their Business Name registration and apply for the Federal Business Number.

Existing incorporated businesses can also register their business name instantly and complete any of the other available registration processes to help them expand their business.

CORPORATE SERVICES DIVISION

Eaton Tower
250 Yonge St., 34th Flr.
Toronto M5B 2N5
416-326-8460
Fax 416-326-8461
HOURS: 8:30-4:30 

The Corporate Services Division coordinates the functions of four branches, Human Resources, Finance and Administrative Services, Operational Review and Audit Branch and the Policy and Agency Relations Branch to provide corporate, administrative management, policy development, and agency liaison services for the Ministry of Consumer and Commercial Relations. The division also administers the implementation of, and compliance with the Freedom of Information and Protection of Privacy Act and the French Language Services Act.

FINANCE AND ADMINISTRATIVE SERVICES BRANCH
Eaton Tower
250 Yonge St., 34th Flr.
Toronto M5B 2N5
416-326-8900 Finance
416-326-8752 Administrative
Fax 416-326-8979 Finance
Fax 416-326-8776 Administrative
HOURS: 8:00-5:00 

The Administrative Services Section of the Finance and Administrative Services Branch coordinates purchasing, printing, mail, duplicating, fleet management, facilities management, building security and waste management services for the ministry. It also coordinates the distribution of corporate directives and guidelines and is responsible for policy administration, including management of ID cards for employees. Liaison with Management Board Secretariat and the Ministry of Transportation is an integral part of its responsibilities.

The Finance Section provides all programs of the ministry with planning, management and accounting services, such as payroll reconciliation, accounts payable, financial reporting, estimates submission, budget variance analysis and results management reporting. It processes all revenue received and develops policies and procedures for financial forecasting, control and management performance reporting systems. The section also serves as a liaison with central agencies such as Management Board of Cabinet and the Ministry of Finance.

FREEDOM OF INFORMATION AND PROTECTION OF PRIVACY OFFICE
Eaton Tower
250 Yonge St., 34th Flr.
Toronto M5B 2N5
416-326-8463
Fax 416-326-8461
HOURS: 8:30-4:30 

The Freedom of Information and Protection of Privacy Office is responsible for the coordination, administration and implementation of the Freedom of Information and Protection of Privacy Act within the ministry and its affiliated agencies. The office responds to requests for information made under the Act, establishes and collects fees in accordance with the Act, provides advice and training to ministry staff on the requirements of the Act, monitors and recommends policies and procedures for collecting and releasing information, and ensures adherence to privacy provisions and other legislative requirements of the Act. The office also liaises with the Information and Privacy Commission regarding appeals, inquiries and investigations.

A public reading room for the review of manuals and other information is open during regular office hours on the 34th Floor at 250 Yonge Street, Toronto, Ontario.

FRENCH LANGUAGE SERVICES
Eaton Tower
250 Yonge St., 32nd Flr.
Toronto M5B 2N5
416-326-8894
Fax 416-326-8932
OTHER LANGUAGES: French
HOURS: 8:30-4:30

The French Language Services coordinator oversees the effective implementation, delivery and maintenance of French language services in all aspects of ministry programs, advises ministry officials and staff on policies and administrative matters regarding French language services, interprets relevant legislation, handles complaints and keeps the ministry's senior management informed on all subjects related to French language services.

HUMAN RESOURCES BRANCH
Eaton Tower
250 Yonge St., 32nd Flr.
Toronto M5B 2N5
416-326-8890
Fax 416-326-8932
OTHER LANGUAGES: French
HOURS: 8:00-5:00

The Human Resources Branch works in a consulting capacity with line managers and staff who have responsibility for human resource matters within their unit. The branch is responsible for developing and administering human resources policies and procedures, human resources planning, environmental scans regarding human resources related issues and programs, employment stability coordination,outplacement related services, classification, recruitment, employee benefits counselling, coordination of Workplace Discrimination and Harassment Policy (WDHP), Equal Opportunity Program, occupational health and safety, grievance handling, labour relations advice and direction. The branch also provides specific consulting services to programs in the areas of training and learning, French Language Services, Business Innovation and Transition Services. Employee corporate files, payroll, attendance and benefits records are maintained centrally within the Human Resources Branch.

OPERATIONAL REVIEW AND AUDIT BRANCH
Eaton Tower
250 Yonge St., 33rd Flr.
Toronto M5B 2N5
416-314-9500
Fax 416-314-9517
HOURS: 8:30-4:30

The Operational Review and Audit Branch assists the Deputy Minister and all levels of ministry management in achieving program objectives by providing assurance that control processes are satisfactory, furnishing timely recommendations for improving the economy and efficiency of operational and systems (information technology) activities, and assessing the adequacy of established criteria to measure program effectiveness. The

branch evaluates the adequacy of financial, operational and management controls, designed to ensure that physical, human and information assets of the ministry are safeguarded against loss or misuse. This office ascertains the extent of compliance with established ministry and government policies and guidelines.

In partnership with management, audit staff also act as consultants in the development of major information systems to ensure project success, system control and data integrity. The branch also undertakes a variety of special reviews and investigations at the request of senior management.

POLICY AND AGENCY RELATIONS BRANCH
Eaton Tower
250 Yonge St., 35th Flr.
Toronto M5B 2N5
416-326-8862
Fax 416-326-8885
OTHER LANGUAGES: French
HOURS: 8:30-5:30 

The branch's focus is to deliver an integrated approach to policy development, strategic planning, and issues management within MCCR. It provides corporate policy services to all of MCCR's divisions as well as to the Minister's and Deputy Minister's offices. It also assists divisions with project planning, research, problem-solving, design and implementation of consultation strategies. In addition, the branch is responsible for policy development related to agencies, boards and commissions which report directly to MCCR, and to the sectors they regulate.

In support of MCCR's vision, the branch places a strong emphasis on economic development work with major industry/government partnerships that have been established in several sectors. The branch strives to encourage an environment that balances domestic industry competitiveness in the beverage, alcohol, horse racing and gaming sectors with social goals such as responsible liquor consumption and provincial fiscal objectives.

INFORMATION TECHNOLOGY DIVISION

320 Front St. W., 9th Flr.
Toronto M5V 3B6
416-326-9400
Fax 416-326-9404
HOURS: 8:00-5:00 

The Information Technology Division provides the ministry with information technology, information management and business reengineering services. The information technology services consist of the following activities: planning, application development and maintenance, office automation, telecommunications, computer operations, records and forms management, information management and investigation of new technologies applicable to ministry business operations.

REGISTRATION DIVISION

393 University Ave., 4th Flr.
Toronto M5G 1E6
416-314-5095
Fax 416-314-5111
HOURS: 8:30-5:00

The Registration Division provides for the registration of interests in real property and personal property, and is responsible for the operation of all Land Registry Offices in the province. It administers the Marriage Act, the Change of Name Act and the collection and custody of records under the Vital Statistics Act. The division also liaises between the ministry and its private sector partner relating to the operations of Teranet Land Information Services Inc. Teranet is a private/public sector corporation responsible for implementing Ontario's automated land registration system (POLARIS) province-wide and developing a land-related information systems industry. The division provides the used vehicle information package to the public, upon request.

PERSONAL PROPERTY SECURITY REGISTRATION BRANCH
393 University Ave., 3rd Flr.
Toronto M5G 1E6
416-325-8847
416-326-8866 (TTY)
1-800-267-8847 (Toll-free) in Ontario
1-800-461-8866 (Toll-free) in Ontario
Fax 416-325-0487 Searches
HOURS: 8:30-5:00

The **Personal Property Security Registration** Branch manages the Personal Property Security Registration System (**PPSR**), administers the Personal Property Security Act (PPSA) and the Repair and Storage **Liens** Act (RSLA).

The PPSR system provides a registration function, whereby a person who **loans** money and takes personal property (e.g., a motor vehicle) as collateral for the loan can file notice of the security agreement through the registration of a financing statement. In addition, repairers and storers of goods who have returned the goods to the owners before being paid can register notice of their non-possessory liens through the registration of a claim for lien. A registration can be submitted by mail to the Central Registration Branch or in person to any one of the 48 PPSR branch offices listed under this ministry's Real Property Registration Branch entry.

PPSR now permits pre-authorized clients with appropriate computer technology to file their registrations electronically instead of by paper. The branch also allows such clients to have limited access to the PPSR database to conduct their own searches from the convenience of their office.

The PPSR System also provides an inquiry service so that people can determine, when buying personal property or accepting it for security as collateral for a loan, whether a notice of security interest or non-possessory lien has been registered against the property (i.e., whether the owner has previously pledged the property as security or owes for repairs or storage of the property).

Together with the Ministry of Transportation, the PPSR Branch now offers the Used Vehicle Information Package (UVIP) to members of the public. The UVIPs provide members of the public with Ontario registered lien information, Ontario vehicle registration information and red book value on which provincial sales tax is based for **motor vehicles** registered in Ontario.

The Personal Property Security Registration Branch publishes the Personal Security Registration and Enquiry Guide, which provides registration and inquiry information; A Consumer's Guide to the Personal Property Security Registration System and A Guide to the Repair and Storage Liens Act.

Mailed-in Registrations: Central Registration Branch
Postal Station "A"
P. O. Box 21100
Toronto M5W 1W6
HOURS: 8:30-5:00

Mailed-in Inquiries: Personal Property Registration Branch
Postal Station "A"
P. O. Box 4120
Toronto M5W 1T2
HOURS: 8:30-5:00

REAL PROPERTY REGISTRATION BRANCH
393 University Ave., 4th Flr., Ste. 402
Toronto M5G 1E6
416-314-4880
Fax 416-314-4878

The **Real Property Registration** Branch (RPR) is responsible for the management and operation of the 55 **Land** Registry Offices throughout Ontario. The offices register, store and preserve documents, **deeds**, **mortgages** and plans of survey. Registration relates to the ownership and encumbrance of real property under both the Land **Titles** system and the Registry system. All registered and deposited records are available to the public (for a fee) to search title or obtain information relating to the ownership of real property.

The branch monitors the quality of plans of survey through its Surveys, and Title Examination Section by both direct pre-registration examination and post-registration audit and review. The office examines applications for Boundaries Act plans. The processing of both applications for first registration under the Land Titles Act and the Certification of Titles Acts and Condominium Plans Approval have been decentralized and are now performed in the individual Land Registry Offices.

The branch records are currently being converted to an automated format. Long-term improvements include the automation of the land records index and property title information, and the production of computer-generated property **maps**.

The division has 55 Land Registry Offices of which 48 offices provide registration and enquiry services related to the **Personal Property** Security Registration System (PPSR). **Liens** against personal property (boats, cars) may be registered or prospective buyers may determine whether personal property is free of encumbrances. Fourteen of the Land Registry Offices provide local incorporation services under the **Business** Corporations Act. Eleven of the Land Registry Offices accept requests for certificates on behalf of the Office of the Registrar General. Premium, same day service for walk-in clients is available, for an additional fee, at Toronto, Thunder Bay and Hamilton counters only. Twenty-five of the Land Registry Offices provide the Ontario Business Registration

Access (OBRA) service. This enables entrepreneurs starting an unincorporated business to complete applications for registration for Employer Health Tax, Health Tax for Self-Employed, Retail Sales Tax Vendor Permit and Workers' Compensation, as well as registering a Business Name, using a self-serve workstation. This information is then transmitted electronically, eliminating the need for paper forms and applicants' signatures. The following is a list of services provided by the five regional offices and 55 Land Registry Offices: Registry (REG), Land Titles (LT), Personal Property Security Registration (PPSR), Company Incorporation (CO) and Office of the Registrar General (ORG) and Ontario Business Registration Access (OBRA). For more details, please refer to the index on offices.

REGIONAL OFFICES

Eastern Regional Office
1055 Princess St., Ste. 202
Kingston K7L 5T3
613-545-4460
Fax 613-545-4466
HOURS: 8:30-4:30

Central West Regional Office
200 Frederick St., 3rd Flr.
Kitchener N2H 6N9
519-571-6068
Fax 519-571-6073
HOURS: 8:30-4:30

Southwest Regional Office
Plattswood Centre
219 Oxford St. W., Ste. 303
London N6H 1S5
519-675-7767
Fax 519-675-7771
HOURS: 8:30-4:30

Northern Regional Office
199 Larch St., Ste. 302
Sudbury P3E 5P9
705-675-4111
Fax 705-675-4354
OTHER LANGUAGES: French
HOURS: 8:30-4:30

Central East Regional Office
393 University Ave., 4th Flr., Ste. 402
Toronto M5G 1E6
416-314-4896
Fax 416-314-4899
HOURS: 8:30-4:30

REGISTRY OFFICES

Service - Reg
63 Kenyon St. W.
P. O. Box 668
Alexandria K0C 1A0
613-525-1315
(Glengarry)
OTHER LANGUAGES: French
HOURS: 8:30-4:30

Service - Reg, PPSR and OBRA
2 Industrial Dr.
P. O.Box 1180
Almonte K0A 1A0
613-256-1577
(Lanark)
HOURS: 8:30-4:30

Service-Reg, LT, PPSR, CO & OBRA
Court House
114 Worsley St.
Barrie L4M 1M1
705-725-7232
705-737-3600 Paging Service
(Simcoe)
OTHER LANGUAGES: French
HOURS: 8:30-4:45

REG, LT, PPSR, ORG & OBRA
15 Victoria Ave.
Belleville K8N 1Z5
613-968-4597 Reg, Lt
613-968-5382/8611 Paging Service
(Hastings)
613-968-8261 PPSR
HOURS: 8:30-4:45

REG, LT, PPSR & OBRA
15 Dominion St. N.
Bracebridge P1L 2E7
705-645-4415
705-645-8773 Paging Service
(Muskoka)
HOURS: 9:00-4:30

REG, LT, PPSR, OBRA
7765 Hurontario St.
Brampton L6W 4S8
905-874-4008 Reg, Lt
905-453-1272 PPSR

REG, PPSR
Court House
80 Wellington St.
Brantford N3T 2L9
519-752-8321 Reg
519-752-5571 PPSR
519-753-8664/8665 Paging Service
(Brant)
HOURS: 9:00-4:30

REG, PPSR, OBRA
7 King St. W.
Brockville K6V 3P7
613-345-5751/53/56
(Leeds)
HOURS: 9:00-4:30

REG, PPSR
10 Echo St.
P. O. Box 310
Cayuga N0A 1E0
905-772-3531
905-772-3532 Paging Service
(Haldimand)
HOURS: 9:00-4:30

REG, LT, PPSR
40 William St. N.
Chatham N7M 4L2
519-352-5520
(Kent)
OTHER LANGUAGES: French
HOURS: 9:30-4:30

REG, PPSR
1005 William St., Ste. 105
Cobourg K9A 5J4
905-372-3813
905-372-7471 Paging Service
(Northumberland)
HOURS: 8:30-4:45

REG, LT, PPSR
Court House
149 Fourth Ave.
P. O. Box 580
Cochrane P0L 1C1
705-272-5791
(Cochrane)
OTHER LANGUAGES: French
HOURS: 8:30-4:45

REG, PPSR, OBRA
127 Sydney St.
Cornwall K6H 3H1
613-932-4522
613-932-7046 Paging Service
(Stormont)
OTHER LANGUAGES: French
HOURS: 9:00-4:30

REG, LT, PPSR
353 Church St.
Fort Frances P9A 1C9
807-274-5451
(Rainy River)
HOURS: 9:00-4:30

REG, PPSR, OBRA
38 North St.
Goderich N7A 2T4
519-524-9562
519-524-9651 Title Searchers
(Huron)
HOURS: 8:30-4:30

REG, LT, PPSR
27 Phipps St.
Gore Bay P0P 1H0
705-282-2442
(Manitoulin)
HOURS: 9:30-4:30

REG, PPSR & OBRA
21 Douglas St.
Guelph N1H 2S5
519-822-0251
519-822-6390/4191 Paging Service
Fax 519-822-0280
(Wellington)
HOURS: 9:00-4:30

REG, LT, PPSR & OBRA
375 Main St.
P. O. Box 159
Haileybury P0J 1K0
705-672-3332
705-672-2344 Paging Service
(Timiskaming)
OTHER LANGUAGES: French
HOURS: 9:00-4:30

REG, LT, PPSR, CO, ORG
Ontario Government Bldg.
119 King St. W., 4th Flr.
Hamilton L8P 4Y7
905-521-7561
905-525-4571 Paging Service
(Wentworth)
OTHER LANGUAGES: French
HOURS: 9:00-4:30

REG, LT, PPSR, OBRA
220 Main St. S.
Kenora P9N 1T2
807-468-2794
(Kenora)
OTHER LANGUAGES: French
HOURS: 9:00-4:30

REG, PPSR, CO, OBRA
1 Court St.
Kingston K7L 2N4
613-548-6767
613-542-1783 Paging Service
(Frontenac)
HOURS: 9:00-4:30

REG, PPSR, CO, ORG, LT
200 Frederick St., 3rd Flr.
Kitchener N2H 6N9
519-571-6043 Reg, PPSR, Co
519-576-6600 Paging Service
(Waterloo)
HOURS: 9:00-4:30

REG, LT, PPSR
1020 Victoria St.
P. O. Box 302
L'Orignal K0B 1K0
613-675-4648
613-675-2626 Paging Service
(Prescott)
OTHER LANGUAGES: French
HOURS: 9:00-4:30

REG, PPSR
Provincial Court Bldg.
440 Kent St. W.
P. O. Box 4000
Lindsay K9V 4S5
705-324-4912
705-324-5061 Paging Service
(Victoria)
HOURS: 9:00-4:30

REG, LT, PPSR, CO, ORG
80 Dundas St.
Ground Floor "J"
London N6A 6A7
519-675-7600 Reg, Lt
519-675-7612 PPSR, Co
519-679-7190 Paging Service
Fax 519-675-7633
(Middlesex)
OTHER LANGUAGES: French
HOURS: 9:00-4:30

REG, LT, PPSR
491 Steeles Ave. E.
Milton L9T 1Y7
905-878-7287/8/9 Reg, Lt
905-878-1882 PPSR
905-878-8159/8150 Paging Service
(Halton)
HOURS: 9:00-4:30

REG
12 Newcastle St.
P. O. Box 270
Minden K0M 2K0
705-286-1391
705-286-1702 Paging Service
(Haliburton)
HOURS: 9:00-4:30

REG
5th St.
P. O. Box 645
Morrisburg K0C 1X0
613-543-2583
(Dundas)
OTHER LANGUAGES: French
HOURS: 9:00-4:30

REG, PPSR
Unit 10 - Dale's Plaza
2 Daisy Ave.
Napanee K7R 3T1
613-354-3751
(Lennox)
HOURS: 9:00-4:30

REG, LT, PPSR, ORG, OBRA
50 Eagle St. W., 1st Flr.
Newmarket L3Y 6B1
905-895-1561
905-895-9801 Paging Service
(York Region)
HOURS: 9:00-4:30

REG, LT, PPSR, ORG
360 Plouffe St.
North Bay P1B 9L5
705-474-2270
(Nipissing)
OTHER LANGUAGES: French
HOURS: 9:00-4:30

REG, PPSR
10 Louisa St.
Orangeville L9W 3P9
519-941-1481
519-941-1703 Freelancers
(Dufferin)
HOURS: 9:00-4:30

REG, LT, PPSR, CO, ORG, OBRA
Court House
161 Elgin St., 4th Flr.
Ottawa K2P 2K1
613-239-1230
613-239-1288/1289 Paging Service
613-239-1290/1291 Paging Service
613-239-1248/1249 Paging Service
(Ottawa-Carleton)
OTHER LANGUAGES: French
HOURS: 9:00-4:30

REG, PPSR, OBRA
Court House
595 Ninth Ave. E.
Owen Sound N4K 3E3
519-376-1637
519-376-1647 Paging Service
(Grey)
HOURS: 8:30-4:30

REG, LT, PPSR
28 Miller St.
Parry Sound P2A 1T1
705-746-5816
705-746-7643 Paging Service
(Parry Sound)
HOURS: 9:00-4:30

REG, PPSR, OBRA
400 Pembroke St. E.
Pembroke K8A 3K8
613-732-8331
613-732-8620 Paging Service
(Renfrew)
OTHER LANGUAGES: French
HOURS: 9:00-4:30

REG, LT, PPSR, CO, OBRA
160 Charlotte St., 2nd Flr.
Peterborough K9J 2T8
705-876-6690
(Peterborough)
HOURS: 9:00-4:30

REG, PPSR
1 Pitt St.
P. O. Box 1310
Picton K0K 2T0
613-476-3219
613-476-6616 Paging Service
(Prince Edward)
HOURS: 9:00-4:30

REG
499 Centre St.
P. O. Box 1660
Prescott K0E 1T0
613-925-3177
(Grenville)
HOURS: 8:30-4:45

REG, LT
1122 Concession St.
P. O. Box 10
Russell K4R 1C8
613-445-2138
613-445-2126 Paging Service
(Russell)
OTHER LANGUAGES: French
HOURS: 9:00-4:30

REG, PPSR, CO, OBRA
Court House
700 Christina St. N., Ste. 102
Sarnia N7V 3C2
519-337-2393
(Lambton)
HOURS: 8:30-4:30

REG, LT, PPSR, CO, OBRA
420 Queen St. E.
P. O. Box 550
Sault Ste. Marie P6A 5M8
705-253-8887
705-253-9151/5511 Paging Service
(Algoma)
OTHER LANGUAGES: French
HOURS: 9:00-4:30

REG, LT, PPSR
Court House
530 Queensway W., 2nd Flr.
P. O. Box 9
Simcoe N3Y 4K8
519-426-2216
519-426-9482 Paging Services
(Haldimand-Norfolk)
HOURS: 9:00-4:30

REG, LT, PPSR, OBRA
59 Church St.
St. Catharines L2R 3C3
905-684-6351
905-684-2377 Paging Service
(Niagara North)
HOURS: 9:00-4:30

REG, LT, PPSR
Court House
4 Wellington St.
St. Thomas N5R 2P2
519-631-3015 Reg, Lt
519-633-4471 PPSR
519-631-1014/8363 Paging Service
(Elgin)
HOURS: 8:30-4:30

REG, PPSR
5 Huron St.
Stratford N5A 5S4
519-271-3343
519-271-6772 Paging Service
(Perth)
HOURS: 8:30-4:30

REG, LT, PPSR, CO, ORG, OBRA
199 Larch St., Ste. 301
Sudbury P3E 5P9
705-675-4300 Reg, Lt
705-675-4306 PPSR, Co
(Sudbury)
OTHER LANGUAGES: French
HOURS: 9:00-4:30

REG, LT, PPSR, CO, ORG
189 Red River Rd., Ste. 201
Thunder Bay P7B 1A2
807-343-7436
Fax 807-343-7439
(Thunder Bay)
OTHER LANGUAGES: French
HOURS: 9:00-4:30

LT, OBRA
20 Dundas St. W., Ste. 420
P. O. Box 117
Toronto M5G 2C2
416-314-4430
416-314-4424/4425 Paging Service
416-314-4426/4427 Paging Service
416-314-4428/4429 Paging Service
(Metropolitan Toronto Land Titles)
OTHER LANGUAGES: French
HOURS: 9:00-4:30

REG
20 Dundas St. W., Ste. 321
P. O. Box 108
Toronto M5G 2C2
416-314-4400
416-314-4454 Paging Service
(Toronto Registry)
OTHER LANGUAGES: French
HOURS: 9:00-4:30

PPSR
393 University Ave., 3rd Flr.
Toronto M5G 1E6
416-325-8847
Fax 416-596-3838
(Toronto)
OTHER LANGUAGES: French
HOURS: 9:00-4:30

393 University Ave., 4th Flr.
Toronto M5G 1E6
416-314-4880
Fax 416-314-4878
OTHER LANGUAGES: French
HOURS: 8:30-5:00

REG, LT, PPSR
203 Cayley St.
P. O. Box 1690
Walkerton N0G 2V0
519-881-2259
(Bruce)
HOURS: 9:00-4:30

REG, LT, PPSR, CO, OBRA
200 Division St.
Welland L3B 4A2
905-735-4011/13
905-732-6704/1545/2795 Paging Service
(Niagara South)
OTHER LANGUAGES: French
HOURS: 9:00-4:30

REGISTRAR GENERAL BRANCH
189 Red River Rd.
P. O. Box 4600
Thunder Bay P7B 6L8
1-800-461-2156 (Toll-free) in Ontario
807-343-7420 (outside Ontario)
OTHER LANGUAGES: French
HOURS: 8:30-4:30

REG, LT, PPSR, CO, ORG, OBRA
590 Rossland Rd. E.
Whitby L1N 9G5
416-430-3452
Fax 416-666-9806
(Durham)
HOURS: 9:00-4:30

REG, LT, PPSR, CO, ORG
250 Windsor Ave., 3rd Flr.
Windsor N9A 6V9
519-971-9980 Reg, Lt
519-971-9976 PPSR
519-256-4995/6/7/8 Paging Service
(Essex)
OTHER LANGUAGES: French
HOURS: 9:00-4:30

REG, LT, PPSR, OBRA
75 Graham St.
Woodstock N4S 6J8
519-537-6287
519-537-3115 Paging Service
(Oxford)
HOURS: 9:00-4:30

The Registrar General Branch is responsible for **registration** of **births**, **deaths**, **marriages**, still-births, adoptions and changes of name occurring in Ontario. Proof of registration services (e.g., **certificates**, searches or certified copies) are available to entitled individuals. **Statistics** relating to births, still-births, marriages and deaths are compiled annually and published together with a summary of the branch's annual activities

under the title "Office of the Registrar General Annual Report". Certificates, as well as certified copies of registrations of births, deaths and marriages in Ontario are provided to qualified applicants upon payment of appropriate fees. (Under the Marriage Act, persons authorized to solemnize marriages in Ontario are issued Certificates of Registration.) Premium, same day service for walk-in clients is available, for an additional fee, at Toronto, Thunder Bay and Hamilton counters only. The Toronto counter is open from 8:00 a.m. to 4:30 p.m., Monday to Friday. It is located on the second floor, 900 Bay St., Toronto (at Wellesley St.). The Thunder Bay counter operates from 9:00 a.m. to 4:30 p.m., Monday to Friday. Except in the case of documented emergencies, the same day service is only restricted to certificates for the following **records**: births, from 1930 to present; marriages, from 1965 to present; deaths, from 1980 to present. The Hamilton counter is open from 9:00 a.m. to 4:30 p.m. and is located at the Land Registry Office the 4th floor of the Ontario Government Building at 119 King St. West.

TECHNICAL STANDARDS DIVISION

West Tower
3300 Bloor St. W., 4th Flr.
Etobicoke M8X 2X4
416-325-2000
Fax 416-326-1663
OTHER LANGUAGES: French
HOURS: 9:00-4:30

The role of the Technical Standards Division (TSD) is to protect the public, workers and property, and the environment by minimizing safety risks in the following technical areas under its jurisdiction: elevating and amusement devices, pressure vessels and boilers, hydrocarbon fuels and equipment and upholstered and stuffed articles. TSD establishes and designs safety standards for certain kinds of equipment which may affect public safety, and conducts inspections to ensure safety standards are met. The division also promotes business development and growth in a manner that assists the industries it regulates in remaining or becoming competitive in the world marketplace. Programs of the division are described more fully under Elevating Devices Program, Fuels Safety Program, Pressure Vessels Safety Program, and Upholstered and Stuffed Articles Program.

Note: At the time of publication, the Technical Standards Division is in the process of evolving into a non-government not-for-profit organization. The new Safety Organization will assume responsibility for delivering public safety programs and services currently the responsibility of the Ministry's Technical Standards Division. However, the authority for regulations and legislation will remain with the Ontario Government. For further details, please call TSD's Strategic Directions Program at 416-325-2000.

ELEVATING AND AMUSEMENT DEVICES
West Tower
3300 Bloor St. W., 4th Flr.
Etobicoke M8X 2X4
416-325-2000
Fax 416-326-1663
OTHER LANGUAGES: French
HOURS: 8:00-5:00

The Elevating and Amusement Devices Program administers the Elevating Devices Act, which applies to passenger **elevators**, **escalators**, **dumbwaiters**, **moving walks**, **manlifts**, **platform lifts** and lifts for the disabled. This program also administers the Amusement Devices Act, which covers **ski lifts**, **construction hoists**, **go-karts**, amusement rides, bungee jumping and **water** slides. Elevating and amusement devices are inspected and licensed. Inspection is a requirement in both Acts and all devices are inspected before initial licensing to ensure compliance with adopted **safety standards** and the registered design or dossier submitted. The operation of non-conforming or unsafe devices must be suspended. In the case of elevating devices, **contractors** installing, maintaining and repairing these devices must be registered with the program and monitored. For amusement devices, licensees (business owners) are licensed and subsequently monitored. Individual devices must have a permit renewed annually.

The program initiates and issues safety rulings, maintains a data bank of technical and statistical information and participates in the development of safety codes through the Canadian Standards Association and international standards-making organizations. Program staff investigates **accidents**, incidents and **consumer complaints** and undertakes complex technical investigations to resolve problems.

The program also reviews and registers all **designs** for regulated equipment, prior to installation and licensing, to ensure compliance with technical/safety codes and standards.

FUELS SAFETY
West Tower
3300 Bloor St. W., 4th Flr.
Etobicoke M8X 2X4
416-325-2000
Fax 416-326-1663
OTHER LANGUAGES: French
HOURS: 8:00-5:00

The **Fuels** Safety Program, which enforces the Energy Act and the **Gasoline** Handling Act and their regulations, strives to prevent loss of life, bodily injury and property damage by controlling potential safety hazards in the transportation, transmission, distribution and storage of fuels such as **natural gas**, **oil**, **propane** and gasoline. The program issues **licences** to gasoline **service stations**, propane facilities and companies that distribute natural gas and oil; registers contracting companies that do work covered under the Energy Act or the Gasoline Handling Act; and issues certificates to natural gas and propane fitters and handlers and oil-burner mechanics. The program audits all these operations on a spot-check basis.

The program also examines and approves site plans prior to the construction of certain licensed facilities, such as gasoline self-service stations and propane facilities.

PRESSURE VESSELS SAFETY
West Tower
3300 Bloor St. W., 4th Flr.
Etobicoke M8X 2X4
416-325-2000
Fax 416-326-1663
OTHER LANGUAGES: French
HOURS: 8:00-5:00

The program strives to minimize the loss of life and property arising from the fabrication, installation or operation of **boilers** and **pressure vessels** and pressure piping systems. Under the Boilers and Pressure Vessels Act and the Operating Engineers Act, the program ensures **safety** by reviewing and registering **engineering designs** of boiler and pressure vessels, pressure fitting, pressure piping systems, **welding** procedures, and performing inspections during fabrication, installation and periodically thereafter. Other responsibilities include approval and inspection of major repairs to all boilers and pressure vessels, and pressure piping systems; qualifying and issuing **licences** to **welders**; registering and classifying steam, refrigeration and **compression plants**; issuing licences to their operators and operating engineers; and investigating related **accidents**.

Toronto and Eastern, Southeastern and Northern Ontario
West Tower
3300 Bloor St. W., 3rd Flr.
Etobicoke M8X 2X4
416-325-2000
HOURS: 8:00-5:00

Southwestern Ontario
80 Dundas St.
P. O. Box 5600, Stn. "A"
London N6A 1E7
519-675-7621
HOURS: 8:00-5:00

UPHOLSTERED AND STUFFED ARTICLES
West Tower
3300 Bloor St. W., 4th Flr.
Etobicoke M8X 2X4
416-325-2000
Fax 416-326-1663
OTHER LANGUAGES: French
HOURS: 8:00-5:00

The program administers the **Upholstered and Stuffed Articles** Act, ensures **safety** by registering renovators and manufacturers, and inspecting premises of registrants and retailers of upholstered and stuffed articles. Responsibilities include investigating **consumer complaints** about stuffed furniture, mattresses, pillows, clothing materials, toys, etc., and testing filling materials for compliance with the regulations.

AGENCIES

BOARD OF REVIEW UNDER THE OPERATING ENGINEERS ACT
West Tower
3300 Bloor St. W., 4th Flr.
Etobicoke M8X 2X4
416-325-2166
OTHER LANGUAGES: French
HOURS: 8:00-5:00

The board evaluates safety procedures, provides advice on the safe operation of plants, and the training and employment of operating engineers and operators. It also advises on revisions to the Act and regulations.

COMMERCIAL REGISTRATION APPEAL TRIBUNAL
1 St. Clair Ave. W., 12th Flr.
Toronto M4V 1K6
416-314-4260
Fax 416-314-4270
OTHER LANGUAGES: French
HOURS: 9:00-4:30

The Commercial Registration Appeal Tribunal (CRAT) is an independent body, authorized in 1970 under the Ministry of Consumer and Commercial Relations Act, to hear **appeals** under 19 Acts.

These Acts are as follows: Bailiffs Act, Business Practices Act, Casino Corporation Act, Cemeteries Act, Collection Agencies Act, Consumer Protection Act, Consumer Reporting Act, Credit Unions and Caisses Populaires Act, Discriminatory Business Practices Act, Funeral Directors and Establishments Act, Gaming Control Act, Ministry of Consumer and Commercial Relations Act, Mortgage Brokers Act, Motor Vehicle Dealers Act, Ontario New Home Warranties Plan Act, Paperback and Periodical Distributors Act, Real Estate and Business Brokers Act, Travel Industry Act and Upholstered and Stuffed Articles Act.

The tribunal also hears consumer-related appeals with respect to decisions denying a claim for compensation under the Funeral Directors and Establishment Act, the Motor Vechicle Dealers Act, the Ontario New Home Warranties Plan Act and the Travel Industry Act.

LIQUOR CONTROL BOARD OF ONTARIO
55 Lakeshore Blvd. E., 2nd Flr.
Toronto M5E 1A4
416-864-2570
416-365-5900 LCBO Infoline
1-800-668-5226 (Toll-free)
HOURS: 9:00-4:30

Under the provisions of the **Liquor** Control Act, the Liquor Control Board of Ontario (**LCBO**) purchases spirits, wines and beers from 40 countries worldwide for sale in a socially responsible manner to Ontario consumers and to the province's 15,000 licensed establishments.

Revenues generated by the LCBO help fund a wide range of important provincial government social programs and services.

The LCBO operates five regional warehouses that service more than approximately 600 retail liquor stores throughout Ontario. Through this integrated distribution network, more than 2,800 General List products are available to consumers.

The LCBO also operates four Vintages stores, as well as Vintages' Corners in many of its regular stores, offering an additional 1,500 premium wines, beers and spirits, frequently as special releases and one-time offerings. Vintages' products can also be ordered through regular LCBO stores. Consumers can order thousands more unique and hard-to-find products through the LCBO's Private Stock ordering program.

In keeping with its strategy of matching products and services with the needs of the community and marketplace, the LCBO operates over 90 agency stores in partnership with established retailers in mostly northern communities where the local population is insufficient to support a regular LCBO store.

For travellers leaving the country, there are duty-free stores at Pearson International Airport and another at Ottawa International Airport. In addition, the LCBO regulates 11 land border point duty-free stores. It also regulates the sale of beer through more than 400 Brewers Retail stores. The LCBO oversees the production of Ontario wine and its sale through some approximately 330 authorized retail outlets owned by various wine producers operating in the province.

A recognized world leader in technological analysis and research, the LCBO's Quality Assurance Laboratory regularly tests alcoholic beverages sold in Ontario. This testing ensures products sold by the LCBO comply with the standards required under the Federal Food and Drugs Act and the LCBO's own high standards for consistent quality and taste.

For more information about LCBO products and services, call the LCBO Infoline toll-free at 1-800-668-5226. In Toronto call 365-5900.

LIQUOR LICENCE BOARD OF ONTARIO
55 LakeShore Blvd. E., 2nd Flr.
Toronto M5E 1A4
416-326-0450
1-800-268-1142 (Toll-free) in Ontario (Liquor Licences)
Fax 416-326-0387 Executive and Advertising
Fax 416-326-5555 Licensing
Fax 416-326-0300 Inspection/Investigation
Fax 416-326-5566 Legal/Hearings
Fax 416-326-0318 Finance and Administration
Fax 416-326-8888 Human Resources
Fax 416-326-0388 Business Information Systems
OTHER LANGUAGES: French
HOURS: 8:30-4:30

Under the **Liquor** Licence Act, the Liquor Licence Board of Ontario (**LLBO**) issues, renews, transfers, suspends and revokes liquor **licences** (including Special Occasion **Permits**) for on-premise sale and consumption of alcoholic beverages. The board also regulates alcoholic beverage **advertising** and inspects all licensed establishments in Ontario.

Licensing: Special Occasions Permits 416-326-0450, Manufacturer/Agents Licences 416-326-0450, Seminars 416-326-0450, Customer Service 416-326-0450, Communications 416-326-0422; Advertising: 416-326-0400; Inspections: 416-326-0330; Hearings: 416-326-0360.

E-mail: **llbo@mccr.onramp.ca**

Internet Address: **http://www.llbo.on.ca**

ONTARIO BOARD OF FUNERAL SERVICES
777 Bay St., Ste. 2810
P. O. Box 117
Toronto M5G 2C8
416-979-5450
1-800-387-4458 (Toll-free) in Ontario
Fax 416-979-0384
OTHER LANGUAGES: French
HOURS: 8:30-4:30

The Ontario Board of **Funeral** Services is an independent, industry-financed, non-share corporation that regulates the funeral industry by administering the Funeral Directors and Establishments Act. The Board of Funeral Services was established in 1976 by section 3 of the Act, with a principal objective of regulating the practices of funeral directors and persons who operate funeral establishments and transfer services in accordance with the Act, the regulations and the bylaws, in order that the public interest may be served and protected. Consumers may make a claim against a compensation fund if prepaid services were not received. The board can mediate **consumer complaints**, and where mediation is not successful, a Complaints Committee adjudicates complaints. For information, telephone 416-979-5450 or 1-800-387-4458.

ONTARIO GAMING CONTROL COMMISSION
1099 Bay St.
Toronto M5S 2B3
416-326-8700
1-800-522-2876 (Toll-free) in Ontario
Fax 416-326-8711
OTHER LANGUAGES: French
HOURS: 8:30-5:00

The Ontario Gaming Control Commission (GCC) is a regulatory body created under the authority of the Gaming Control Act, 1992. The GCC is responsible for regulating charitable and casino gaming in the province by ensuring that gaming is conducted with honesty and integrity and that an appropriate system of penalties is fairly administered.

The GCC's primary activities include regulating and licensing charities and religious organizations to conduct lottery schemes that are allowed under the **Criminal Code of Canada**, including bingo, raffle, bazaar, break open ticket and Monte Carlo events; and reviewing and registering people who are employed as gaming assistants, casino employees or suppliers of goods and services to the **casinos** conducted and managed by the Ontario Casino Corporation or charity gaming events in Ontario.

These functions were previously carried out by the Entertainment Standards Branch of the Ministry of Consumer and Commercial Relations. The GCC also works closely with municipal governments in administering lottery licensing and enforcement requirements.

ONTARIO NEW HOME WARRANTY PROGRAM
North York City Centre, N.E. Tower
5160 Yonge St., 6th Flr.
North York M2N 6L9
416-229-9200
1-800-668-0124 (Toll-free) in Ontario
Fax 416-229-3800
HOURS: 8:30-5:00

The Ontario New Home Warranty Program (ONHWP) is the independent, non-profit corporation designated by the government of Ontario to administer the Ontario New Home Warranties Plan Act. The Act requires that all **builders** and vendors of new **homes** register with the program and enrol each new home they offer for sale. Deposits paid to builders are protected to a maximum of $20,000 and buyers receive several different warranty coverages on a new home, to a maximum value of $100,000. Warranty coverage includes a one-year builder's warranty against original defects or infractions of the Ontario Building Code; a two-year builder's warranty against water penetration through the building envelope, as well as a two-year warranty on all electrical and mechanical systems; and a seven-year warranty against major structural defects. Problems arising during the builder's warranty period should be brought to the builder's attention by the homeowner. If the builder is unwilling or unable to correct the problems during the warranty period, the program will help to resolve the dispute. Homeowners with complaints must notify the warranty program in writing before the end of the warranty period. The program has regional offices throughout the province. It publishes a technical newsletter for builders, called Building Smart, in addition to three

comprehensive technical reference manuals and an information booklet explaining warranty rights and obligations aimed at the home-buying public. The program publishes an annual Home Buyer's Guide to After Sales Service, which lists registered builders and rates them according to the quality of their after-sales customer service. For details, please contact the Warranty Program.

ONTARIO RACING COMMISSION
180 Dundas St. W., 14th Flr.
Toronto M5G 1Z8
416-327-0520
Fax 416-325-3478
OTHER LANGUAGES: French
HOURS: 8:30-5:00

The Ontario **Racing** Commission (**ORC**) administers the Racing Commission Act, which involves supervision and control of thoroughbred, standardbred and quarter-horse racing in Ontario. The ORC licenses all race track operators, teletheatre locations and all racing participants. **Licences** may be obtained by contacting the ORC office at any operating Ontario race track. The commission holds public hearings on all applications for race dates, as well as **appeals** of rulings issued by commission judges and stewards officiating at the races. The ORC can provide the dates on which tracks are operating, offer information on licensing requirements and deal with any inquiries on horse racing.

ACTS

The Ministry of Consumer and Commercial Relations is responsible for the Acts listed below.

Amusement Devices Act
Apportionment Act
Assignments and Preferences Act
Athletics Control Act
Bailiffs Act
Boilers and Pressure Vessels Act
Boundaries Act
Bread Sales Act
Business Corporations Act
Business Names Act
Business Practices Act
Cemeteries Act
Certification of Titles Act
Change of Name Act
Collection Agencies Act
Condominium Act
Consumer Protection Act
Consumer Protection Bureau Act
Consumer Reporting Act
Corporations Act
Corporations Information Act
Debt Collectors Act

Discriminatory Business Practices Act
Electronic Registration Act, 1991
Elevating Devices Act
Energy Act
Extra-Provincial Corporations Act
Factors Act
Funeral Directors and Establishments Act
Gaming Control Act, 1992
Gasoline Handling Act
Land Registration Reform Act
Land Titles Act
Limited Partnerships Act
Liquor Control Act
Liquor Licence Act
Marriage Act
Ministry of Consumer and Commercial Relations Act
Motor Vehicle Dealers Act
Motor Vehicle Repair Act
Ontario New Home Warranties Plan Act
Operating Engineers Act
Paperback and Periodical Distributors Act
Partnerships Act
Personal Property Security Act
Prepaid Service Act
Racing Commission Act
Real Estate and Business Brokers Act
Registry Act
Repair and Storage Liens Act
Residential Complex Sales Representation Act
Theatres Act
Travel Industry Act
Upholstered and Stuffed Articles Act
Vital Statistics Act
Wine Content Act

MINISTRY OF ECONOMIC DEVELOPMENT, TRADE AND TOURISM

Hearst Block
900 Bay St.
Toronto M7A 2E1
OTHER LANGUAGES: **French**
HOURS: **9:00-5:00**

The mission of the Ministry of Economic Development, Trade and Tourism is to lead and promote Ontario's economic development, and market the province as a place for business, tourism and job growth. The ministry's economic development strategy is based on improving the business climate to stimulate investment and job growth. The goal of the ministry is to help the private sector create jobs and promote overall economic growth.

The ministry has four core businesses: marketing Ontario as a preferred location for North American investment and favoured destination for travellers; working with business to remove barriers and gain its commitment to investment and job creation; equipping entrepreneurs, companies, business sectors and communities, with capabilities for self-reliance and success, domestically and internationally; supporting commercialization within government to strengthen the economy.

The ministry is organized into the Office of the Minister, Office of the Deputy Minister, Marketing and Trade Division, Business Development and Tourism Division, Strategic Analysis, Sectors and Technology Division, and the Corporate Services and Agency Relations Division. All divisions are headed by an Assistant Deputy Minister, reporting to the Deputy Minister.

The Communications and Public Affairs Branch and Legal Services Branch are headed by Directors who report directly to the Deputy Minister. Legal services are provided by the staff seconded by the Ministry of the Attorney General.

The ministry also oversees the operation of 17 agencies and attractions, these are: Eastern Ontario Development Corporation, Huronia Historical Parks, Innovation Ontario Corporation, Metro Toronto Convention Centre, Niagara Parkway Commission, Northern Ontario Development Corporation, Old Fort William, Ontario Development Corporation, Ontario Casino Corporation, Ontario Aerospace Corporation, Ontario International Trade Corporation, Ontario Lottery Corporation, Ontario Place Corporation, Ortech Corporation, Ottawa Congress Centre, St. Clair Parkway Commission, St. Lawrence Parks Commission.

DEPUTY MINISTER'S OFFICE

COMMUNICATIONS AND PUBLIC AFFAIRS
Hearst Block
900 Bay St., 9th Flr
Toronto M7A 2E1
416-325-6666
Fax 416-325-6688
HOURS: 9:00 - 5:00

The mandate of the Communications and Public Affairs Branch is to provide a comprehensive corporate communications program consistent with the ministry's strategic directions and priorities. The branch develops, in consultation with policy and program areas and the Minister's Office, targeted, efficient and cost-effective communication plans. The branch handles general inquiry calls about the ministry and assists the ministry in communicating and promoting its programs and services to the general public, the business community and the media. The branch is responsible for speeches, news releases, news conferences and both domestic and international medial relations. It is also responsible for coordinating the corporate issues management system, public inquiries and the Minister's corporate correspondence system. This branch also coordinates the ministry's communications research and supports internal and external communications activities including the ministry's internet and intranet sites.

LEGAL SERVICES BRANCH
56 Wellesley St. W., 5th Flr
Toronto M7A 2E7
416-326-1000
Fax 416-326-1021
HOURS: 9:00 - 5:00

The branch staff, who are seconded to this Ministry by the Ministry of the Attorney General, provide general legal services and counselling.

BUSINESS DEVELOPMENT AND TOURISM DIVISION

Hearst Block
900 Bay St., 8th Flr
Toronto M7A 2E1
416-325-6988
Fax 416-325-6985
HOURS: 9:00 - 5:00

The Business Development and Tourism Division supports the growth of jobs in Ontario by working with entrepreneurs, individual companies and the tourism industry to equip them with capabilities for self-reliance and success.

BUSINESS DEVELOPMENT BRANCH
Hearst Block
900 Bay St., 7th Flr
Toronto M7A 2E1
416-325-6486
Fax 416-325-6392
HOURS: 9:00 - 5:00

The role of the Business Development Branch is to increase the level of entrepreneurial activity in Ontario and support the prosperity and growth of the provinces' businesses. It focuses services to meet the needs in three areas: entrepreneurship, innovative growth firms and tourism.

BUSINESS DEVELOPMENT BRANCH
ENTREPRENEURSHIP DEVELOPMENT
Hearst Block
900 Bay St., 7th Flr
Toronto M7A 2E1
416-325-6541
Fax 416-325-6392
HOURS: 9:00 - 5:00

Entrepreneurship Development supports the establishment and growth of new small businesses through a series of self-help business initiatives and products delivered throughout Ontario at the municipal level. Information on accessing these initiatives is available by contacting the Canada-Ontario Business Call Centre, (416)954-4636 or toll free 1-800-567-2345.

BUSINESS DEVELOPMENT BRANCH

ENTREPRENEURSHIP DEVELOPMENT
CANADA-ONTARIO BUSINESS CALL CENTRE
230 Richmond St., 9th Flr
Toronto M5V 3E5
416-954-4636 Fed/Prov Business Info-Toronto area
1-800-567-2345 (Toll-free) Federal & Provincial Business Info
1-800-240-4192 (Toll-free) 24 Hour Fax Back
416-954-8555 24 Hour Fax Back - Toronto Area

Canada-Ontario Business Call Centre provides information on business-oriented programs, services and regulations of the provincial and federal government departments and other organizations.

BUSINESS DEVELOPMENT BRANCH
INNOVATIVE GROWTH FIRM SUPPORT
Hearst Block
900 Bay St., 7th Flr
Toronto M7A 2E1
416-325-8768
Fax 416-325-6538
HOURS: 9:00 - 5:00

The major objective of the Innovative Grouth Firm Support Group is to develop a private sector led, self sustaining infrastructure for identifying and supporting the development of innovative, fast-growing, small and medium-size companies.

The Innovative Growth Firm Network (IGFnet) will link financial institutions, technology, exporting and management experts with fast-growing, innovative companies. The IGFnet will increase the flow of information between fast-growing innovative companies so that companies at the earlier stages of development will learn from the experience of larger companies.

BUSINESS DEVELOPMENT BRANCH
MINISTRY REGIONAL OFFICES

The Ministry's Regional Offices provide consulting and delivery services to innovative, growth-oriented companies in the size range of 10 to 200 employees. They assist these companies to become more competitive, expand exports, increase investment and create jobs.

CENTRAL REGION

449 Dunlop St. W.
Barrie L4N 1C3
705-725-7612
Fax 705-725-7296

Bank of Montreal Tower
1 James St. N., Ste. 200
Hamilton L8R 2K3
905-521-7783
Fax 905-521-7398

42 King William St.
Huntsville P0A 1K0
705-789-4448
Fax 705-789-9533

4 Robert Speck Pky., Ste. 370
Mississauga L4Z 1S1
905-279-7771
Fax 905-279-7193

Park Home Ave., Ste. 520
North York M2N 6L4
416-325-1240
Fax 416-325-1262

301 St. Paul St., 9th Flr
St. Catharines L2R 7R4
905-704-3940
Fax 905-704-3955

EASTERN REGION

1055 Princess St., Ste 202
Kingston K7L 5T3
613-545-444
1-800-267-7848 (Toll-free)
Fax 613-545-4466

Rideau Trust Bldg.
1 Nicholas St., Ste 612
Ottawa K1B 7N7
613-241-3841
1-800-267-6592 (Toll-free)
Fax 613-241-2545

380 Armour Rd., Ste. 190
Peterborough K9H 7L7
705-742-1468
1-800-461-7629 (Toll-free)
Fax 705-748-4306

SOUTHWESTERN REGION

399 18th Ave.
Hanover N4N 3S5
519-364-1626
Fax 519-364-2500

30 Duke St. W., Ste. 906
Kitchener N2H 3W5
1-800-265-2428 (Toll-free)
Fax 519-571-6104

195 Dufferin Ave., Ste 607
London N6A 1K7
1-800-265-4743 (Toll-free)
Fax 515-661-6625

Ontario Government Buidling
250 Windsor Ave., Ste 627
Windsor N9A 6V9
1-800-265-1345 (Toll-free)
Fax 519-973-1378

INVESTMENT BRANCH
Hearst Block
900 Bay St., 5th Flr
Toronto M7A 2E1
416-325-8547
Fax 416-325-6799
HOURS: 9:00 - 5:00

The mission of the Investment Branch is to provide investment, business and establishment services to new and existing investors. The mandate is: (1) to secure new and expanded investment through the provision of investment services to prospective investors; (2) to attract and help settle business immigrants through the administration of business immigration programs and the provision of establishment services; (3) to promote the retention and expansion of existing investment through the provision of investment and business services to multinational enterprises.

INVESTMENT BRANCH
BUSINESS IMMIGRATION SECTION
Hearst Block
900 Bay St., 5th Flr
Toronto M7A 2E1
416-325-6777
Fax 416-325-6653
HOURS: 9:00 - 5:00

The Government of Ontario participates with the Government of Canada to encourage international business people to immigrate and invest their entrepreneurial expertise, technical skills and investment capital in Ontario's economy through the Business Immigration Program. Individuals must meet the various requirements set out in Canada's Immigration Act and Regulations. The Business Immigration Section helps business immigrants by providing information to assist them in both personal and business settlement, including access to specific business opportunities. Information seminars are held every Tuesday for individuals who are interested in immigrating to Ontario under the Business Immigration Program.

INVESTMENT BRANCH
CLIENT ACCOUNT SERVICES SECTION
Hearst Block
900 Bay St., 5th Flr
Toronto M7A 2E1
416-325-6495
Fax 416-325-6799
HOURS: 9:00 - 5:00

The Client Account Services Section secures new and expanded investment through the provision of investment services to prospective investors.

INVESTMENT BRANCH
INVESTMENT SERVICES SECTION
Hearst Block
900 Bay St., 5th Flr
Toronto M7A 2E1
416-325-6833
416-325-6824
Fax 416-325-6814
HOURS: 9:00 - 5:00

The Investment Service Section provides a comprehensive, one-window investor assistance service for domestic and international investors involved in manufacturing and tradeable services. The service includes timely, client-specific information on Ontario's business opportunities, business climate, regulations, costs, markets, labour (skills availability and cost), infrastructure, lifestyle, information on government programs and services, as well as municipal and site data.

TOURISM BRANCH
Hearst Block
900 Bay St., 4th Flr
Toronto M7A 2E1
416-314-7325
Fax 416-314-7341
HOURS: 9:00 - 5:00

The Tourism Branch develops tourism strategies, policies, position papers and programs (416)314-7325, provides research and information (416)314-7323 on tourism-related matters, and represents the ministry on strategic tourism issues. It monitors both domestic and international industry trends. The branch maintains offices in Thunder Bay (807)475-1450 and Sudbury (705)670-7041.

The branch also operates 18 travel information centres: 11 of the centres are open year-round and 7 are open seasonally from mid-May to Labour Day/Thanksgiving. Ontario Travel Information Centres offer Ontario travel counselling and customized trip planning to the public. They also supply information and publications on tourist attractions, accommodations, campgrounds, parks (including hiking trails, canoe outfitters), events, festivals, exhibitions, hunting, fishing, boating and skiing; distribute maps.

The Travel Centres also report on up-to-date ski and winter road conditions, campground vacancies and areas where autumn scenery can be enjoyed. Twenty-four hour seasonally recorded reports are available by calling (416)314-0998 for cross-country and alpine skiing, spring blossoms, campground vacancies and fall colours.

TOURISM BRANCH
ONTARIO TRAVEL INFORMATION CENTRES

The Tourism Branch operates 18 travel information centres: 11 of the centres are open year-round and 7 are open seasonally from mid-May to Labour Day/Thanksgiving. Ontario Travel Information Centres offer Ontario travel counselling and customized trip planning to the public. They also supply information and publications on tourist attractions, accommodations, campgrounds, parks (including hiking trails, canoe outfitters), events, festivals, exhibitions, hunting, fishing, boating and skiing; distribute road maps.

The Travel Centres also report on up-to-date ski and winter road conditions, campground vacancies and areas where autumn scenery can be enjoyed. Twenty-four hour seasonally recorded reports are available by calling (416)314-0998 for cross-country and alpine skiing, spring blossoms, campground vacancies and fall colours.

For further information on Ontario, call 1-800-ONTARIO(668-2746)(toll-free) or 1-800-268-3736 (french)(toll-free).

TOURISM BRANCH

ONTARIO TRAVEL INFORMATION CENTRES
OPEN ALL YEAR

The listed offices are open all year.

Hwy 400 & Molson Park Dr.
South of Barrie
Barrie



903 Brookdale Ave.
at Seaway International Bridge
(currency exchange)
Cornwall



100 Goderich St.
near Peace Bridge
(currency exchange)
Fort Erie



400 Central Ave.
(currency exchange)
Fort Frances



5355 Stanley Ave.
west on Hwy 420 from Rainbow Bridge
(currency exchange)
Niagara Falls



1415 Venetian Blvd.
at foot of Blue Water Bridge
(currency exchange)
Sarnia



261 Queen St. W.
at International Bridge
(currency exchange)
Sault Ste. Marie



QEW Westbound
at Garden City Skyway
(currency exchange)
St. Catharines



Eaton Centre
220 Yonge St., 1 below
(near Eaton's Store)
Toronto



110 Park St. E.
at Windsor-Detroit Bridge
(currency exchange)
Windsor



1235 Huron Church Rd.
Ambassador Bridge
(currency exchange)
Windsor



TOURISM BRANCH

ONTARIO TRAVEL INFORMATION CENTRES OPEN MID-MAY TO LABOUR DAY

The listed offices are open from mid-May to Labour Day.

Hwy 17
West of Kenora
Kenora



Hwy 61
International Bridge Exit
Pigeon River



Hwy 16
Prescott-Ogdensburg Bridge
Prescott

Hwy 11
International Bridge Exit
Rainy River

TOURISM BRANCH

ONTARIO TRAVEL INFORMATION CENTRES
OPEN MID-MAY TO THANKSGIVING

The listed offices are open from mid-May to Thanksgiving.

Hwy 417
Hawkesbury East

Hwy 137
at 1000 Islands Bridge
(currency exchange)
Hill Island

Hwy 401 & Hwy 2
East of Lancaster
Lancaster

CORPORATE SERVICES & AGENCY RELATIONS DIVISION

Hearst Block
900 Bay St., 8th Flr
Toronto M7A 2E1
416-325-6997
Fax 416-325-6999
HOURS: 9:00 - 5:00

The Corporate Services and Agency Relations Division provides financial, human resources, information technology, administrative, audit, learning and continuous training , freedom of information coordination services to support the ministry, and certain of its agencies in delivering their programs and services.

AGENCY RELATIONS UNIT
Suncor Bldg.
56 Wellesley St. W., 7th Flr
Toronto M7A 2E7
416-314-7000
Fax 416-314-7003
HOURS: 9:00 - 5:00

Agency Relations is responsible for providing policy, financial and program support and advice regarding the ministry's agencies. In addition, the unit establishes and maintains an effective accountability relationship between each agency and the ministry within the scope of broader government agency policy.

AUDIT SERVICES BRANCH
56 Wellesley St. W., 18th Flr
Toronto M7A 2E7
416-326-1703
Fax 416-326-1712

The Audit Services Branch, which has a dual responsibility to act in a consultative and audit role, provides internal audit services to the ministry and its agencies. The branch reviews and appraises financial management and information technology controls of the Ministry of Economic Development, Trade and Tourism's (MEDTT) operational and program activities to ensure economy, efficiency and effectiveness.

BUSINESS PLANNING AND RESOURCES MANAGEMENT
Hearst Block
900 Bay St., 9th Flr
Toronto M7A 2E1
416-325-6640
Fax 416-325-6449
HOURS: 9:00 - 5:00

Business Planning and Resources Management provides operational, program evaluation and budget planning services; monitors and reports on budget performance; and liaises with central agencies concerning the ministry's estimates, in-year financial reporting and resources requests.

FINANCE AND ADMINISTRATION BRANCH
Hearst Block
900 Bay St., 9th Flr
Toronto M7A 2E1
416-325-6420
Fax 416-325-6449

The Finance and Administration Branch provides financial accounting and reporting, and general administration services; develops policies and procedures; manages the ministry's financial system.

Financial services include purchasing, processing invoices, transfer payments, revenues, employees' expenses, centralized travel billings and charges from other ministries; ensures budget and appropriation control; reports to central agencies, produces monthly financial statements and public accounts.

Administrative services include management of office accommodations, telecommunications, assets control, mail, courier and copier services; coordinates office security and fire safety; coordinates environmental initiatives.

HUMAN RESOURCES BRANCH
Hearst Block
900 Bay St., 9th Flr
Toronto M7A 2E1
416-325-6611
Fax 416-325-6715
HOURS: 9:00 - 5:00

The Human Resources Branch is responsible for the establishment of Human Resources policies and procedures, classification and compensation levels for ministry employees, staff recruitment, staff development, human resources planning, equal opportunity programs, employee counselling, labour relations; and the maintenance of personnel, payroll and employee benefit records. Liaison is provided between the Ministry, the Management Board of Cabinet and the Ontario Public Service Employees Union (OPSEU). The French Languages Service Coordinator, who is responsible for the implementation of the French Languages Services Act, also resides in this branch.

INFORMATION AND TECHNOLOGY SYSTEMS BRANCH
Hearst Block
900 Bay St., 3rd Flr
Toronto M7A 2E1
416-325-6638
Fax 416-325-6635
HOURS: 9:00 - 5:00

The Information and Technology Systems Branch supports and assists the ministry's staff by planning, implementing and maintaining cost-effective, high quality information, technology and business improvement solutions that align with business strategies, priorities and objectives.

The branch coordinates the development of the ministry's information technology strategic plan, the development and maintenance of corporate applications/databases, the technology infrastructure, and forms and records management, and provides information technology training and access to external databases.

MARKETING AND TRADE DIVISION

Hearst Block
900 Bay St., 8th Flr
Toronto M7A 2E1
416-325-9802
Fax 416-325-6985

The objective of the Marketing and Trade Division is to market Ontario as a preferred location for North American investment and favoured destination for international travellers. It also promotes Ontario's potential as a supplier of goods and services by developing new exporter capabilities, assisting existing exporters expand to new markets and by advocating on behalf of Ontario companies for international business opportunity. The division also informs and advises the government in international events and trends, coordinates protocol services and supports ministry and government initiatives to improve Ontario's image in the international business community.

MARKET ONTARIO BRANCH
Hearst Block
900 Bay St., 5th Flr
Toronto M7A 2E1
416-325-6846
Fax 416-325-6814
HOURS: 9:00 - 5:00

The Market Ontario Branch directs the development, implementation, management and review of multi-year plans to effectively communicate Ontario's improved business climate to domestic and international decision-makers. It also markets Ontario as a premier location for tourism and investment.

MARKET ONTARIO BRANCH
INVEST ONTARIO
Hearst Block
900 Bay St., 5th Flr
Toronto M7A 2E1
416-325-6830
Fax 416-325-6814
HOURS: 9:00 - 5:00

The Invest Ontario section develops and executes investment marketing campaigns for Ontario's target markets. Organized on a geographic basis, the section works with local government economic developers, the federal government, the private sector and other marketing partners to implement marketing activities that raise the profile and image of Ontario as an investment destination.

The Invest Ontario section also coordinates the business ambassador initiative and supports specialized client marketing activities such as business case development.

MARKET ONTARIO BRANCH
MARKET ONTARIO COORDINATION
Hearst Block
900 Bay St., 9th Flr
Toronto M7A 2E1
416-325-6690
Fax 416-325-6688
HOURS: 9:00 - 5:00

The Market Ontario Coordination Unit coordinates the development and implementation of marketing plans, research surveys, public and media relations and advertising in support of Market Ontario

MARKET ONTARIO BRANCH
ONTARIO INVESTMENT SERVICE
Canada Trust Tower, BCE Place
161 Bay St., Ste. 4040, Box 706
Toronto M5J 2S1
416-360-4647
Fax 416-360-1817

The Ontario Investment Service provides information and presentation services to support attraction, retention and expansion of investment in Ontario. The information covers a wide range of facts of interest to investors such as economic indicators, demographics, interjurisdictional competitiveness comparisons, community descriptions and quality of life. The information is accessed via custom software available via subscription.

MARKET ONTARIO BRANCH
ONTARIO TOURISM
Hearst Block
900 Bay St., 4th Flr
Toronto M7A 2E1
416-314-7570
1-800-ONTARIO (Toll-free) Ontario Travel Information
Fax 416-314-7563
HOURS: 9:00 - 5:00 

The Ontario Tourism promotes tourism through tourism marketing, geared to the travelling consumer and the travel trade, conducted in domestic and international markets. Activities include the delivery of tourism advertising campaigns in Ontario's priority markets; preparation of tourism publications; programs to expand sales of Ontario tours, packages and facilities by travel agents and operators; travel counselling; special promotions; and public relations promotions. For conventions and sales meetings, call (416)314-7570; for travel trade information, agents and operators call (416)314-7570 or toll-free 1-800-ONTARIO.

OFFICE OF INTERNATIONAL RELATIONS AND PROTOCOL
56 Wellesley St. W., 16th Flr
Toronto M7A 2E7
416-325-8535
Fax 416-325-8550
HOURS: 9:00 - 5:00 

Office of International Relations and Protocol consists of two sections: International relations and Protocol.

The International Relations section provides policy advice on the Government of Ontario's international activities and the impact of foreign trends on provincial interest. The office identifies and advances Ontario's interests in the context of relations with federal departments responsible for international affairs, foreign countries and their diplomatic representatives in Ontario and subnational foreign jurisdictions and international organizations. The office also manages Ontario's International Disaster Relief Program.

The Protocol section provides management, operational and advisory services in organizing royal and official visits, business and trade delegations, special events, government conferences and hospitality functions. The office coordinates official visits to Ontario and organizes briefing sessions and industrial familiarization tours for diplomatic and consular representatives in Ontario. The office also advises senior government officials and the public regarding rules and guidelines of international protocol practices.

ONTARIO INTERNATIONAL TRADE CORPORATION
56 Wellesley St. W., 7th Flr.
Toronto M7A 2E4
HOURS: 8:30-4:45

Hearst Block
900 Bay St., 8th Flr.
Toronto M7A 2E1
416-325-6399
HOURS: 8:30-4:45

The Ontario **International Trade** Corporation (OITC) is the lead trade promotion agency for the Government of Ontario.

The mandate of OITC is to promote Ontario's capacity as a source of export goods and services by developing new exporters, assisting established exporters expand into new markets and by advocating on behalf of Ontario business competing for capital projects and procurement opportunities.

OITC offers one window access on a range of export information and services designed to help Ontario companies successfully pursue international business opportunities and expand their **exports** worldwide.

STRATEGIC ANALYSIS, SECTORS & TECHNOLOGY DIVISION

Hearst Block
900 Bay St., 8th Flr
Toronto M7A 2E1
416-325-6964
Fax 416-325-6985
HOURS: 9:00 - 5:00

Strategic Analysis, sectors and Technology Division (SAST) is responsible for economic development, policy coordination and providing advice to the government on sectors, workplace training, technology, telecommunications and trade policy. The Division:

a) works with entrepreneurs, companies and sectors to ensure they are equipped with the capabilities for self-reliance and success, domestically and internationally; b) works with business to identify and address barriers faced by Ontario companies and sectors, including regulatory barriers and trade barriers; c) works with government and private sector providers of infrastructure to ensure that appropriate investments are made for economic development; and d) is developing a workplace training strategy for Ontario to increase access to workplace training for employees through partnerships and initiatives that increase private sector investment.

SAST is comprised of 3 sector branches (Manufacturing, Service and Capital Goods and Technology Sectors) and 3 policy branches (Economic Development Coordination and Analysis, Trade Policy, Technology and Training and Development).

CAPITAL GOODS AND TECHNOLOGY SECTORS BRANCH
56 Wellesley St. West, 11th Flr
Toronto M7A 2E7
416-326-9629
416-326-9643
Fax 416-326-9654
HOURS: 9:00 - 5:00

The Capital Goods and Technology Sectors Branch works with the telecommunications (equipment and services), computing (hardware, software and services), digital media and related businesses, electrical and microelectronics, industrial, commercial and industrial and institutional construction, consulting engineering, environmental industry, and design sectors to identify and remove barriers to their growth and develop the capabilities for self-reliance and success, domestically and internationally.

The branch also encourages telecommunications and infrastructure development, including development and delivery of the Telecommunications Access Partnerships (TAP) initiative, and promotes the transfer of the enabling benefits of modern information and communications technologies to other sectors, including the broader public sector, to improve efficiency, competitiveness, and wealth creation.

It includes the offices of Telecommunications Infrastructure, Information Industries; Construction, Engineering and Design; and the Policy and Partnership Development Team.

ECONOMIC DEVELOPMENT COORDINATION AND ANALYSIS BRANCH
Hearst Block
900 Bay St., 6th Flr
Toronto M7A 2E1
416-325-6807
Fax 416-325-6825
HOURS: 9:00 - 5:00

The Economic Development Coordination and Analysis Branch's mandate is to support the ministry's role in promoting Ontario's economic development by strengthening capabilities of entrepreneurs, companies and sectors and in marketing Ontario. Activities include developing and coordinating economic development policy, working with the financial sector to ensure access to capital for entrepreneurs and businesses, liaising with Cabinet, and the development and implementation of new approaches for supporting private sector wealth creation including the management of special projects. The branch also administers the Sector Partnership Fund wind down.

MANUFACTURING SECTORS BRANCH
Hearst Block
900 Bay St., 7th Flr
Toronto M7A 2E1
416-325-6895
Fax 416-325-6885
HOURS: 9:00 - 5:00

The Manufacturing Sectors Branch consists of four sections: the Office of Automotive, the Office of Aerospace, Manufacturing Sectors and Competitiveness Issues. The branch assists in advancing Ontario's economic development by working with manufacturing sectors (including automotive, aerospace, chemicals, consumer goods, plastics, steel and tool/die/mould) to build the capabilities that are necessary to address sectoral competitiveness issues, and assess and resolve concerns related to the removal of barriers to growth, investment and jobs. The branch provides strategic sectoral analysis and advice for internal and external use, develops and maintains relationships with various sector organizations (sectoral committees, associations, research institutes, etc.) and major employers in Ontario.

SERVICE SECTORS BRANCH
Hearst Block
900 Bay St., 6th Flr
Toronto M7A 2E1
416-325-6740
Fax 416-325-6757
HOURS: 9:00 - 5:00

The Service Sectors Branch's mandate is to develop policies that equip service sectors and regional and local economies with capabilities for self-reliance and success by removing barriers to growth, investment and jobs. The branch has sector development and policy analysis responsibilities. By linking service sector development and regional and local economic development, the branch supports and encourages intra- and inter-ministry policy developments to address competitiveness issues that affect service sectors and communities.

TECHNOLOGY AND TRAINING DEVELOPMENT BRANCH
56 Wellesley St., 11th Flr
Toronto M7A 2E7
416-314-8206 General Number
416-314-8209 Technology Development
416-325-6450 Training Development
Fax 416-314-8224
HOURS: 9:00 - 5:00

As part of Ministry of Economic Development, Trade and Tourism's (MEDTT) mandate to improve Ontario's business climate to stimulate investment and job growth, the Technology and Training Development Branch works to enhance the province's scientific research, technology development and workplace training infrastructure. In helping to identify and overcome barriers to business and equipping entrepreneurs, companies, sectors and communities with the capabilities for self-reliance and success, domestically

and internationally, the branch encourages cooperation between business, university and government in leading-edge technology and approaches to workplace training. The branch supports innovation, technology transfer and international research collaboration, as well as promoting the benefits of scientific research, technology development, transfer and diffusion and workplace training in economic development.

The Technology Development Section promotes technology-based innovation in Ontario, and facilitates key research in technologies important to the growth of Ontario's economy by promoting university/industry partnerships and joint activities, as well as the maintenance of international science and technology links.

The Training Development Section coordinates the government's approach to address the training needs of the provincial workforce by encouraging individual and corporate responsibility, industry-led solutions and a commitment to continuous learning.

The branch is responsible for coordinating financial assistance and liaison with the Centres of Excellence and with Ortech Corporation, a Schedule III provincial agency.

TRADE POLICY BRANCH
Hearst Block
900 Bay St., 6th Flr
Toronto M7A 2E1
416-325-6933
Fax 416-325-6949
HOURS: 9:00 - 5:00

The Trade Policy Branch works to strengthen the government's economic development initiatives by improving market access to Ontario businesses through the negotiation of trade agreements that remove trade barriers; providing Ontario perspective on negotiating strategy for Organization for Economic and Cooperation Development (OECD) multilateral investment negotiations, World Trade Organization (WTO) agreements, Canada-Chile Free Trade Agreement (FTA) and others; reviewing discriminatory service and investment measures for possible elimination; managing trade disputes; and providing trade agreement information and interpretation.

AGENCIES

DEVELOPMENT CORPORATIONS
56 Wellesley St. W.
Toronto M7A 2E7
416-326-1070
Fax 416-326-1073
Fax 519-973-1378
OTHER LANGUAGES: French
HOURS: 9:00-5:00

The Development Corporations consist of the Ontario Development Corporation (ODC), Eastern Ontario Development Corporation (EODC) and **Northern Ontario** Development Corporation (NODC). The Government announced in the November 1995 Fiscal and Economic Statement that the Ontario Development Corporations would be wound down

and no new commitments for **loans** or loan guarantees would be made. In April 1996, the Government announced the termination of the Ventures Program and Pre-Venture Technology Assistance Program.

As a consequence of these announcements the mandate of the Development Corporations is to manage the wind down strategy for the Development Corporation's financial portfolios in a prudent and fiscally responsible manner.

Contact the corporations' head office or appropriate field office for further information. Innovation Ontario Corporation is part of the Development Corporations of Ontario and is described separately.

147 McIntyre St. W., 2nd Flr.
North Bay P1B 2Y5
705-472-4900
1-800-461-1687 (Toll-free)
Fax 705-494-4069
HOURS: 9:00-5:00

Roberta Bondar Place
70 Foster Dr., Ste. 200
Sault Ste. Marie P6A 6V8
705-945-5920
613-945-5921
Fax 705-945-5931
HOURS: 9:00-5:00

159 Cedar St., 6th Flr.
Sudbury P3E 6A5
705-670-7053
Fax 705-670-7063
HOURS: 9:00-5:00

1055 Princess St., Ste. 308
Kingston K7L 5T3
613-545-4445
1-800-267-7848 (Toll-free)
Fax 613-545-4439
HOURS: 9:00-5:00

Rideau Trust Bldg.
I Nicholas St., Ste. 612
Ottawa K1N 7B7
613-241-3841 x223
Fax 613-241-2545
OTHER LANGUAGES: French
HOURS: 9:00-5:00

ONTARIO DEVELOPMENT CORPORATION

3 Dominion St., Ste. 308
Bracebridge P1L 1S4
705-645-1175
Fax 705-645-5046
HOURS: 8:00-4:30

30 Duke St. W., Ste. 906
Kitchener N2H 3W5
519-744-1991
1-800-265-2428 (Toll-free)
Fax 519-571-6104
HOURS: 8:30-4:45

195 Dufferin Ave., Ste. 607
London N6A 1K7
519-433-2871
1-800-265-4746 (Toll-free)
Fax 519-661-6625
HOURS: 8:30-4:45

5 Park Home Ave., Ste. 240
North York M2N 6L4
416-325-1244
1-800-387-5061 (Toll-free)
Fax 416-325-1262
HOURS: 8:30-4:45

Ontario Government Bldg.
250 Windsor Ave., Ste. 227
Windsor N9A 6V9
519-252-8455
1-800-265-1345 (Toll-free)
Fax 519-973-1378
HOURS: 8:30-4:45

HURONIA HISTORICAL PARKS
Hwy. 12
P.O. Box 160
Midland L4R 4K8
705-526-7838
Fax 705-526-9193
OTHER LANGUAGES: French
HOURS: 8:30-5:00

The ministry operates and maintains historic attractions at Midland (Sainte-Marie Among the Hurons) and at Penetanguishene (Discovery Harbour).

Saint-Marie Among the Hurons (1639-1649) is a reconstruction of the 17th century headquarters of the French Jesuit mission to the Huron people. It was the first European community in Ontario and home to six of the eight North American Jesuit martyrs. Costumed and uniformed interpreters recreate both French and native lifestyles. Specially designed education programs are available during the operating season. There is a full service restaurant, multi-media museum, resource centre, gift shop and picnic area, with access for the handicapped and wheelchairs, if needed. French language service is also available.

Discovery Harbour represents the period from 1817 to 1856 when the Royal Navy and the British Army maintained a naval dockyard and military garrison at this strategic defence station on Georgian Bay. At the site, there are guided tours, costumed interpretation, **historical** dramas, numerous reconstructed buildings, the original Officers' Quarters, several smaller rowing vessels, the replica schooners HMS Bee, HMS Tecumseth and Perseverance, gift shop, full service restaurant, free docking and parking, professional summer theatre, wagon rides and public sailing programs. French language service is available.

Huronia Historical **Parks** is responsible for the administration and operation of Sainte-Marie Among the Hurons and Discovery Harbour. The sites are open seasonally.

INNOVATION ONTARIO CORPORATION
56 Wellesley St. W.; 6th Flr.
Toronto M7A 2E7
416-326-1144
1-800-463-7875 (Toll-free)
Fax 416-326-1109
OTHER LANGUAGES: French
HOURS: 8:30-4:45

Innovation Ontario Corporation (IOC), is part of The Development Corporations of Ontario. Prior to July 1995, the Innovation Ontario Corporation provided pre-venture capital assistance to early stage high technology-based companies. No new investments are being made and existing investments are being managed to maximize value and sold back to the private sector.

METRO TORONTO CONVENTION CENTRE CORPORATION
255 Front St W
Toronto M5V 2W6
416-585-8164
Fax 416-585-8270

The Metro Toronto Convention Centre Corporation is a Schedule II agency of the Ministry of Economic Development, Trade and Tourism. Since opening in October 1984, the centre has earned a reputation as a world-class facility hosting more than 2 million visitors a year.

Consisting of a 200,000 sq. ft. column-free exhibit hall, 28,000 sq. ft. ballroom, 1,350 seat theatre, 40 meeting rooms, professional food preparation facilities and a 1,200 space parking garage, the centre accommodates small meetings for under 100 people to **conventions** of 15,000 and consumer shows attracting more than 200,000 people. The convention centre's consistent and outstanding quality in food and service is unsurpassed in North America.

NIAGARA PARKS COMMISSION
7400 Portage Rd. S.
P.O. Box 150, Administration Bldg., Oak Hall
Niagara Falls L2E 6T2
905-356-2241
1-800-263-2558 (Toll-free)
Fax 905-354-6041

The Niagara **Parks** Commission operates a park system consisting of 1,254 hectares along the Niagara River from Lake Erie to Lake Ontario. Within this park are **recreation** areas, scenic attractions, a marina, restaurants, gift shops, **historic sites**, golf courses and a horticultural school. The commission administers the Niagara Parks Act. Direct inquiries concerning open hours to main office: (905)356-2241.

OLD FORT WILLIAM
Vickers Heights Post Office
Thunder Bay P0T 2Z0
807-577-8461
807-473-2307 (TTY)
Fax 807-473-2327
OTHER LANGUAGES: French, Tours May Be Available In a Variety of Languages
HOURS: 8:15-4:30

Located in Thunder Bay, Old Fort William is a reconstruction of the original **fur** trade establishment which was operated by the North West Company from 1803 to 1821. The company used Fort William as an inland headquarters and transshipment point, enabling the Nor'Westers to move furs and trade goods across the continent in one season. Up to 1,000 fur traders converged at the fort each summer, to conduct the frenzied business and celebrations of the Rendezvous.

Costumed and uniformed staff bring Old Fort William to life. The fort operates seasonally and offers living history programming designed to meet the needs of tourists, recreational and educational visitors. Facilities include a resource library, historic restaurant, interpretive centre, gift shop and picnic area, with access for disabled persons.

ONTARIO AEROSPACE CORPORATION
Hearst Block
900 Bay St., 6th Flr.
Toronto M7A 2E1
416-325-6806/7
Fax 416-325-6825
HOURS: 8:30-4:45

The Ontario Aerospace Corporation is responsible for the management of Ontario's investment in de Havilland in accordance with various agreements between Ontario, Bombardier and the federal government. The corporation ensures that the Minister and other appropriate government members are kept advised of relevant developments and provides support to Ontario's directors on the board of de Havilland Holdings Inc.

ONTARIO CASINO CORPORATION
Canada Trust Tower, BCE Place
161 Bay St., Ste. 2540
P.O. Box 506
Toronto M5J 2S1
416-326-0076
Fax 416-326-0077
HOURS: 8:30-4:45

The Ontario Casino Corporation (OCC) follows the ministry goal of stimulating economic activity. The OCC runs commercial **casinos** (Casino Windsor, Northern Belle Casino, Casino Rama and Casino Niagara) efficiently, effectively and in accordance to established standards in terms of profitability, customer service and high quality products and services. With the exception of regulation, the corporation represents the Ontario government in all matters concerning permanent commercial casinos.

ONTARIO LOTTERY CORPORATION
Roberta Bondar Place
70 Foster Dr., Ste. 800
Sault Ste. Marie P6A 6V2
705-946-6464
705-946-6406 Human Resources
416-324-6540 Toronto, Consumer Enquiries
1-800-387-0098 (Toll-free) Consumer Affairs
1-800-268-8012 (Toll-free) Lotto Advance Subscription Services
1-800-387-0104 (Toll-free) Retailer Hotline
1-800-465-5591 (Toll-free) On-Line Games
1-800-563-5357 (Toll-free) (TTY)
416-870-8946 WIN! Line (Winning numbers information)
Fax 705-946-6904
OTHER LANGUAGES: French
HOURS: 8:45-5:00

The Ontario Lottery Corporation (OLC) is a Crown corporation established in February 1975 by Bill 191, an act to incorporate the Ontario Lottery Corporation. As an independent crown agency, the corporation's mandate is to develop and operate provincial government **lotteries** to raise proceeds for the benefit of the people of Ontario.

Responsible to the Minister of Economic Development, Trade and Tourism, the corporation is organized into five divisions. Each division reports, through the President's Office, to a Board of Directors, whose nine members are appointed from the private sector. Internal Audit reports directly to the board.

Customers with lottery-related questions may call 1-800-387-0098.

ONTARIO PLACE CORPORATION
955 Lakeshore Blvd. W.
Toronto M6K 3B9
416-314-9811
Fax 416-314-9992
OTHER LANGUAGES: French
HOURS: 9:00-5:00

Ontario Place Corporation, a Schedule I agency, manages a major provincial and local tourist attraction, and showcases excellence in the performing arts, entertainment technology and **recreation**. In a 96-acre waterfront, urban park setting in the municipality of Metropolitan Toronto, includes Cinesphere - the giant screen IMAX theatre (open all year); The Molson Amphitheatre; the Island Club; exhibition pavilions; live entertainment; Atlantis complex (open all year); restaurants; snack bars; souvenir shops; a marina; Rush River Raft Ride; Mega Maze; Sea Trek - a simulated underwater ride; pedal boats; bumper boats; the Wilderness Adventure Ride, the Canadian destroyer HMCS Haida; mini golf; and Children's Village with a water play area and play apparatus. Ontario Place is open daily from mid-May to Labour Day (10:00 a.m. to 1:00 a.m. from Monday through Sunday). There is a site admission charge. Some programs and

facilities such as the Children's Village are free while most attractions have user fees. Ontario Place stimulates significant local and regional economic activity, and contributes to the quality of life of residents and tourists alike.

ORTECH CORPORATION
Sheridan Science and Technology Park
2395 Speakman Dr.
Mississauga L5K 1B3
905-822-4111
Fax 905-823-1446
HOURS: 8:00-5:00

ORTECH, Ontario's provincial **research** organization, is a leading source of **industrial** research and development, and applied **technology** services for private and public sector organizations. ORTECH helps enterprises, ranging from entrepreneurial start-ups to large corporations, become more innovative, competitive and successful by addressing their business issues and opportunities through effective application of technology.

With broadly based technology capabilities, ORTECH provides fee-for-service product and process development, technology consulting and problem solving, and value-added testing and analysis services. Areas of specialty include: engineering with emphasis on services to the automotive sector; materials development and applications - polymers, metals, textiles, thin films, building materials; product and process chemistry - food, pharmaceuticals; environmental technologies, highlighted by air and water pollution control, waste management, and energy/environment processes; technology assessment services and a software test lab.

In 1994, ORTECH became the first organization of its kind in Canada to achieve International Standard Organization (ISO) 9002 registration.

ORTECH generates approximately 75 percent of its professional services revenue from contracts with clients in private industry. ORTECH is located in the Sheridan Science and Technology Park, Mississauga, and also has operations in Sarnia, Ontario.

OTTAWA CONGRESS CENTRE
55 Colonel By Dr.
Ottawa K1N 9J2
613-563-1984
Fax 613-563-7646
OTHER LANGUAGES: French
HOURS: 8:30-5:00

The Ottawa Congress Centre, a Schedule II Agency of the Ministry of Economic Development, Trade and Tourism, forms part of the Rideau Centre shopping complex located in Ottawa's most popular tourist area.

The centre's main Congress Hall, a free-span space with a 24-foot ceiling, accommodates up to 5,000 delegates in plenary session and 3,500 dining. The lower Capital Hall level can be arranged into several break-off rooms for groups of 50 or more. In all meeting rooms, three different types of simultaneous **translation** systems provide service for

bilingual, multilingual and top security conferences. Meeting rooms are also equipped for video projection and multi-image slide presentations. Permanent projection booths may be used for front projections directly on to permanently mounted screens.

In addition to **conventions** and meetings, the Ottawa Congress Centre accommodates major trade shows, consumer shows, banquets and entertainment events. The centre has a full range of catering facilities and services.

ST. CLAIR PARKWAY COMMISSION
242 St. Clair Pkwy.
P. O. Box 700
Corunna N0N 1G0
519-862-2291
Fax 519-862-2294
HOURS: 8:30-4:30

The St. Clair Parkway Commission administers the St. Clair Parkway Commission Act and maintains a series of **parks** along the St. Clair River and Lake St. Clair, from Sarnia to Chatham, aimed at scenically improving the waterfront and providing as much public access as possible. There are 16 day-use parks, 3 **campgrounds** (Marine Park, Mitchell's Bay Campground (519)354-8423; Cathcart Park Campgrounds (519)892-3342; Lambton Cundick Campgrounds (519)892-3968); 2 **marinas** (Sarnia Bay Marina (519)332-0533; Marine Park Marina, Mitchell's Bay (519)354-8423); 3 restaurants; a **golf course** (St. Clair Parkway Golf Course, Mooretown (519)867-2810); a historic attraction (Uncle Tom's Cabin historic site, Dresden (519)683-2978); and 13 Seaway Observation Areas, operated by the commission.

ST. LAWRENCE PARKS COMMISSION
R. R. #1
Morrisburg K0C 1X0
613-543-3704
810-537-2200 From within Queen's Park
613-542-7388 Fort Henry
Fax 613-543-2847
Fax 613-542-3054 Fort Henry
OTHER LANGUAGES: French, Tours Are Available In German
HOURS: 8:15-4:30 

The St. Lawrence **Parks** Commission, a Schedule I agency, operates and maintains 12 day-use parks and **campgrounds**, a marina, a **golf course**, **parkways** (Long Sault Parkway, Thousand Islands Parkway) and **historic sites** from Glengarry Park near the Ontario-Quebec border to Adolphustown Park, 51 km west of Kingston. Historic sites include Fort Henry at Kingston and Upper Canada Village, 11 km east of Morrisburg. The commission also maintains a migratory **bird** sanctuary, the Queen Elizabeth Gardens, paved air strip, nature trails, Pioneer and Loyalist Memorials, and winter **recreation** facilities for cross-country skiing, ice fishing, snowmobiling, tobogganing and snowshoeing. The summer operating season for most attraction facilities is mid-May to mid-October. Off-season programs are offered at various times at both Upper Canada

Village and Fort Henry. Adult workshops and educational programs for school groups are also available. The St. Lawrence Parks Commission's facilities are available for private, public, corporate and convention functions.

ACTS

The Ministry of Economic Development, Trade and Tourism is responsible for the Acts listed below.

Development Corporations Act
IDEA Corporation Act [Act not consolidated]
Massey-Furguson Limited Act, 1981 [Act not consolidated]
Metropolitan Toronto Convention Centre Corporation Act
Ministry of Industry, Trade and Technology Act
Niagara Parks Act
Ontario Casino Corporation Act, 1993
Ontario Lottery Corporation Act
Ontario Place Corporation Act
Ontario Regulation 111/92 - Ontario Aerospace Corporation
Ontario Regulation 269/90 - Innovation Ontario Corporation
Ontario Regulation 512/94 - Ontario International Trade Corporation
Ontario Telephone Development Corporation Act
Ottawa Congress Centre Act
Research Foundation Act
St. Clair Parkway Commission Act
St. Lawrence Parks Commission Act
Technology Centres Act
Telephone Act
Tourism Act

MINISTRY OF EDUCATION AND TRAINING

Mowat Block
900 Bay St., 22nd Flr.
Toronto M7A 1L2
416-325-2600
Fax 416-325-2608
OTHER LANGUAGES: **French**
HOURS: **8:00-6:00**

The Ministry of Education and Training has an important role as an advocate for learners because it sets the direction for education policy in schools, colleges and universities. The ministry promotes learning through a province-wide network of education and training programs.

The ministry provides guidelines for learning programs across Ontario. In elementary and secondary education, ministry responsibilities include: the certification of teachers, the development of curriculum guidelines, the monitoring and evaluation of programs, the approval of textbooks and the setting of diploma and certificate requirements. The ministry also makes regulations to govern the school year and school holidays, the organization of schools and the duties of teachers and school board officials.

Every year, the ministry provides capital and operating grants to local school boards, colleges and universities, and administers a financial assistance program for postsecondary students. It provides services at provincial schools for blind and deaf students, and offers correspondence courses through the Independent Learning Centre.

The ministry approves programs offered by colleges of applied arts and technology, and is responsible for their overall governance. The ministry also provides funding to Ontario universities and gives them degree- granting authority.

The ministry is also accountable for labour market research and policy, and for establishing and supporting an integrated and cost-efficient training system which ensures that the development of programs, services and training activities are consistent with the government's social, economic and fiscal policies/priorities.

DEPUTY MINISTER'S OFFICE

COMMUNICATIONS BRANCH
Mowat Block
900 Bay St., 14th Flr.
Toronto M7A 1L2
416-325-2929
1-800-263-2892 (Toll-free) (TTY)
Fax 416-325-2934
OTHER LANGUAGES: French
HOURS: 8:30-5:00

The Communications Branch provides communications advice and support to the Minister and Deputy Minister. It works with senior ministry personnel to identify, develop and implement a variety of communications programs for the education and training

communities and the public. Services include media relations; issues management; answering telephone inquiries from the public, publishing guidelines for educators; writing and producing a variety of public information publications, managing the preparation of responses to Minister's and Deputy Minister's correspondence; coordinating special events; and coordinating advertising for the ministry.

CORPORATE SECRETARIAT
Mowat Block
900 Bay St., 22nd Flr.
Toronto M7A 1L2
416-325-2182

The Corporate Secretariat supports the Minister, Parliamentary Assistants, Minister's staff and Deputy Minister by providing accurate and timely information and briefing materials on current issues. It coordinates and tracks the ministry's policy and legislative agenda and the movement of ministry items through the Cabinet process; provides the Minister and Deputy Minister with a single contact point for accessing policy coordination and briefing services to support the Minister's and Deputy Minister's attendance at Cabinet, Cabinet Committee and Deputy Minister's Committee meetings; manages the process which reviews and recommends Minister and Parliamentary Assistants participation in meetings/events; provides secretariat support to the weekly Policy Forum and Senior Management Group meetings; coordinators government-wode reviews and Orders-In-Council appointments.

CORPORATE MANAGEMENT AND SERVICES DIVISION

Mowat Block
900 Bay St., 3rd Flr.
Toronto M7A 1L2
416-325-2772
Fax 416-325-2778
OTHER LANGUAGES: French
HOURS: 8:30-4:45

The Corporate Management and Services Division is responsible for the administration of the ministry's financial and material resources; for the provision of administrative, financial, audit, legal and library services; for the administration, development, and support of the ministry human resources; for the provision of information management and data-processing services, systems development and maintenance, and technological support and training; and for the overall corporate planning of the ministry.

The division is also responsible for administering the Workplace Discrimination and Harassment Prevention policy within the ministry; and for ensuring compliance to the French Language Services Act and the Freedom of the Information and Protection (FOI) Act.

AUDIT, COMPLIANCE AND EVALUATION BRANCH
900 Bay St., 7th Flr.
Toronto M7A 1L2
416-325-4742
Fax 416-325-2626

The Audit, Compliance and Evaluation Branch is comprised of the following units: Audit, Freedom of Information and Protection of Privacy, French Language Services Coordination, Workplace Discrimination and Harassment Prevention.

AUDIT, COMPLIANCE AND EVALUATION BRANCH
AUDIT UNIT
Mowat Block
900 Bay St., 7th Flr.
Toronto M7A 1L2
416-325-2628
Fax 416-325-4526
HOURS: 8:30-4:45

The Audit Unit provides comprehensive reviews and conducts special assignments for the Ministry of Education and Training. The unit provides advisory services for the ministry's management. It evaluates and reports on efficiency, economy and effectiveness of the financial, management and information technology systems, and controls and practices governing the activities of the ministry. These activities assure senior management of compliance with policies and procedures, and provide verification of the integrity and documented support for financial management decisions.

AUDIT, COMPLIANCE AND EVALUATION BRANCH
FREEDOM OF INFORMATION AND PROTECTION OF PRIVACY UNIT
Mowat Block
900 Bay St., 7th Flr.
Toronto M7A 1L2
416-325-4143
Fax 416-325-4742
OTHER LANGUAGES: French
HOURS: 8:30-5:00

The FOIPP Unit is responsible for compliance to the Freedom of Information and Protection of Privacy Act within the Ministry of Education and Training, its district offices and affiliated agencies. This unit responds to requests for information made under the Act. It monitors and makes recommendations on the ministry's policies and procedures with respect to collecting and releasing information.

AUDIT, COMPLIANCE AND EVALUATION BRANCH
FRENCH LANGUAGE SERVICES AND W.D.H.P. UNIT
Mowat Block
900 Bay St., 17th Flr.
Toronto M7A 1L2
416-325-6351
Fax 416-325-2156
OTHER LANGUAGES: French
HOURS: 8:30-5:00

The French Language Services Coordination Unit is responsible for providing strategic advice and coordinating activities which ensure the delivery of French language services to the public, in compliance with the French Language Services Act. This includes monitoring positions which are designated bilingual, compiling annual reports, respondin to enquiries from the public regarding the ministry's provisiosn of French language services, maintaining contracts for simultaneous translation and coordinating French language development courses and evaluations for employees.

The Workplace Discrimination and Harassment Prevention Unit promotes and coordinate workplace discrimination and harassment prevention programs in the ministry. The unit investigates and reports on any discrimination/harassment complaints made by minsitry staff.

AUDIT, COMPLIANCE AND EVALUATION BRANCH
PROGRAM EVALUATION UNIT
900 Bay St., 7th Flr.
Toronto M7A 1L2
416-325-4742
Fax 416-325-2626

The unit promotes and coordinates workplace discrimination and harassment prevention programs in the ministry. The unit investigates and reports on any discrimination and harassment complaints made by minsitry staff.

CORPORATE PLANNING BRANCH
Mowat Block
900 Bay St., 20th Flr.
Toronto M7A 1L2
416-325-1818
Fax 416-325-1835
HOURS: 9:00-5:00

The Corporate Planning Branch provides the link between funding and policy in the ministry. The key functions are as follows: plan, coordinate and provide strategic advice and technical leadership for the ministry's strategic directions and priority setting processes, fiscal planning activities and the development and implementation of an integrated planning and policy framework for the ministry; lead the ministry business planning/estimates process to integrate policy and target money at policy priorities; monitors and reports on the ministry's finanical position; discusses/liaises with the central agencies of Management Board and Ministry of Finance on ministry financial issues.

FINANCE AND ADMINISTRATION SERVICES BRANCH
Mowat Block
900 Bay St., 20th. Flr
Toronto M7A 1L2
416-325-1848
Fax 416-325-1835
HOURS: 8:00-5:00

The Finance and Administration Services Branch provides or contracts for services to ministry in the areas of accounting, transfer payments, purchasing of goods and services, printing (internal/external), duplicating, forms design, mail and distribution services, records management, library services, shipping/receiving and accommodation services.

The finance portion of the branch is responsible to clients in advice, payments of invoices, transfer payments, the acceptance of journal entries and travel reimbursements; to the corporation in reports and information support.

The branch is also responsible for maintaining the ministry's Financial Information System (FIS). The branch directly provides or assists other branches in providing central agencies' information requirements.

Distribution Services
95 Brown's Line
Etobicoke M8W 3S2
416-314-5254
Fax 416-314-5255
HOURS: 7:30-4:30

Records Management Unit
Mowat Block
900 Bay St., 7th Flr.
Toronto M7A 1L2
416-325-2489
Fax 416-325-2491
HOURS: 8:30-4:30

Purchasing Unit
Mowat Block
900 Bay St., 7th Flr.
Toronto M7A 1L2
416-325-2421
Fax 416-325-2420
HOURS: 8:00-4:00

Print Services
Mowat Block
900 Bay St., 15th Flr.
Toronto M7A 1L2
416-325-2479
Fax 416-325-2481
HOURS: 8:00-4:00

Facilities Management Unit
Mowat Block
900 Bay St., 7th Flr.
Toronto M7A 1L2
416-325-4506
Fax 416-325-9151
HOURS: 7:00-5:00

Online Research and Information Services
Mowat Block
900 Bay St., 13th Flr.
Toronto M7A 1L2
416-325-2652
Fax 416-325-4235

HUMAN RESOURCES PLANNING AND SERVICES BRANCH
Mowat Block
900 Bay St., 19th Flr.
Toronto M7A 1L2
416-327-9042 (TTY)
416-327-9045 Human Resources & Gen. Inquiry
Fax 416-327-9043 Human Resources
HOURS: 8:30-5:00

The Human Resources Planning & Services Branch provides consultative services in staffing, staff orientation, staff relations, health & safety, Workers Compensation, organization development, training and development, employee compensation and benefits.

The Human Resources Planning Unit provides human resources management and organization development consulting services to the Ministry of Education and Training (MET) branches, offices, agencies, boards and commissions, in support of ministry, division and team business plans and strategies. The Human Resources Planning Group helps branches assess organizational requirements, identifies appropriate organizational change strategies and works closely with MET branches to plan and implement business plans and strategies. It also provides advisory services to managers regarding recommeded human resources management practices, including those pertaining to the Crown Employee's Collective Bargaining Act, the Collective Agreement, Workers' Compensation return to work plans, employment accommodation and occupational health and safety for MET employees. The training function of the branch is focussed on improving the capacity of MET to become a learning organization. This is done by helping MET teams and divisions identify organizational requirements and by developing and implementing training and development and improvement strategies to help meet these requirements. The Workforce Planning & Compensation Unit provides services to clients in payroll and benefits counselling and also provides information on the ministry. The unit processes payments of employees salary, calculation of payment of severance and other termination pay, Canada Saving Bond program and annual T4 preparation. The unit contributes to the development and maintenance of human resources information systems and supports the Ministry in planning its workforce needs and requirements.

INFORMATION TECHNOLOGY AND SYSTEMS BRANCH
Mowat Block
900 Bay St., 23rd Flr.
Toronto M7A 1L2
416-325-2140
Fax 416-325-2262
HOURS: 8:30-4:45

The Information Technology and Systems Branch is responsible for strategic, tactical and operational planning of the ministry's information technology, as well as investigation, research, development and implementation of new advanced technologies. The branch provides consulting services and distributed computing support and training, and prepares business cases and opportunity assessments on behalf of individual teams.

Through the Technology Information Centre (325-4357), the use of distributed computing and application software packages is promoted, and training programs in the use of **computers** and application software are conducted. The branch also provides effective, economical and relevant data processing services to users within the ministry.

The Systems Development and Support Section (325-2286) offers systems development and maintenance, and systems technology consulting services. The Operations Services Section (325-2347) is responsible for network design, planning, implementation and support. The group also supports most of the ministry's electronic mail, mainframe communications and communications specific to the Ontario government's Multi-Protocol Router network. In addition, the group provides technical advice on the acquisition of any computing technology to be used in the ministry or to be connected to the ministry's network.

LEGAL SERVICES BRANCH
Mowat Block
900 Bay St., 18th Flr.
Toronto M7A 1L2
416-325-2400
Fax 416-325-2410

The Legal Services Branch provides the ministry with legal services in all areas of education law, including giving legal advice on minsitry programs and policy; drafting legislation and regulations to implement ministry policy; interpreting legislation and regulations; preparing and reviewing other legal documents; overseeing litigation before Courts and Tribunals; and negotiating disputes.

SCHOOL BOARD INFORMATION TECHNOLOGY BRANCH
151 Bloor St. W., Ste. 110
Toronto M5S 3C1
416-314-2550
Fax 416-314-2986

Previously, this branch served members of the Educational Computing Network of Ontairo (ECNO), which is a cooperative of school boards that share adminsitrative application software, application support and technical support. The systems marketed, developed, maintained and supported by the branch dealt with student administration for elementary and secondary schools, special education, payroll/personnel, financial management, assessment management, student transportation planning and management, enrollment projection, grants calculation and audio/visual booking. During 1996, responsibility for this function was takern over by the ECNO co-operative of school boards through the non-profit ECNO Corporation. The School Board Information Technology Branch was disbanded as part of this transition.

For further information, contact the President of ECNO Corp. at the following address: ECNO Corporation, c/o The Sueprintendent of Business, Windsor Board of Education, Box 210, 451 Park St. W., Windsor, Ontario, N9A 6K1

TECHNOLOGY INCENTIVE PARTNERSHIP PROGRAM PROJECT
151 Bloor St. W., Ste. 1100
Toronto M5S 3C1
416-314-2550
Fax 416-314-2986

With the Technology Incentive Partnership Program (TIPP), the Ontario government is taking steps to ensure that the province's schools remain in stride with developments in information technology. TIPP has been designed to foster partnerships among school boards, faculties of education, and the private sector in better integrating information technology into Ontario's elementary and secondary school systems.

A major goal of the program is to produce educational resoruces that can be shared among school boards across the province.

Information including minister's news releases, statements, a Call for Proposals to be submitted by November 25, 1996, questions and answers and individual project progress reports from both the first and second rounds of the program, schedules and how to find information on available products is maintained on the Ministry Web Site (www.edu.gov.on.ca)

ELEMENTARY/SECONDARY POLICY DIVISION

Mowat Block
900 Bay St., 22nd Flr.
Toronto M7A 1L2
416-325-2373
Fax 416-327-1182

The Elementary/Secondary Policy Division, is accountable for providing policy analysis and advice to help the Minister and government set strategic directions for elementary and secondary education. The division develops, leads, and coordinates policy and programs for elementary and secondary education, and provides a range of policy information and research servcies. It is responsible for the overall reform and restructing of the sector. Key reforms include curriculum and standards development, secondary school reform, and frameworks for governance, funding, and collective bargaining. Division activities include key liaison with new agencies established to ensure quality and accountability (the Education Quality and Accountability Office and the Ontario College of Teachers), and the strengthening of links with stakeholders and with key national and international partners.

CURRICULUM, LEARNING AND TEACHING BRANCH
Mowat Block
900 Bay St., 16th Flr.
Toronto M7A 1L2
416-325-2500
Fax 416-325-2575
OTHER LANGUAGES: French
HOURS: 8:30-4:45

The purpose of the Team is to develop policies, programs and procedures to support the provision of quality **education** programs in Ontario elementary, secondary and postsecondary institutions. It provides leadership in elementary and secondary curriculum development, evaluation and procurement of learning materials for elementary and secondary schools, development standards and the provincial report card, and the use of electronic technology to support curriculum and learning.

EDUCATION FINANCE BRANCH
Mowat Block
900 Bay St., 24th Flr.
Toronto M7A 1L2
416-325-2828
Fax 416-325-6370

The Education Finance Branch Provides direction on education funding policy including the GLG process, education finance reform, and teachers' pension plans.

POLICY BRANCH
Mowat Block
900 Bay St., 22nd Flr.
Toronto M7A 1L2
416-325-2110
416-325-2114 (French)
Fax 416-327-1182

The Policy Branch leads the development of strategic policy for elementary and secondary education with key lead responsibilities for strategic planning; policy information, analysis and research; national and international liaison; and corporate linkage to Cabinet Office, Premier's office and other key policy ministries.

Working in collaboration with other branches, divisions, and ministries, the branch provides a range of policy services. The Branch is organized into five units: Strategic Planning, Policy Analysis, Policy Information and Research, National and International Liaison, Ontario College of Teachers Transition Project.

POLICY BRANCH
NATIONAL AND INTERNATIONAL LIAISON UNIT
Mowat Block
900 Bay St., 15th Flr.
Toronto M7A 1L2
416-314-3861
Fax 416-325-2664

The unit coordinates liaison between MET and national/international organizations including MET's participation in CMEC. Key national projects include SAIP and the development of performance indicators and the National Report. The unit also supports meetings between ministry senior officials, the Minister and foreign visitors, and strengthening linkages with other jurisdictions.

POLICY BRANCH
ONTARIO COLLEGE OF TEACHERS TRANSITION PROJECT
Mowat Block
900 Bay St., 12th Flr.
Toronto M7A 1L2
416-325-4335
Fax 416-325-4344

The unit is responsible for the coordination of the transfer of ministry teacher education functions to the new college. In the interim, the unit manages teacher education policy, provides advice and assistance on teacher certification matters and oversees the principal and supervisory officer qualification programs.

POLICY BRANCH
POLICY ANALYSIS UNIT
Mowat Block
900 Bay St., 15th Flr.
Toronto M7A 1L2
416-325-2680
Fax 416-325-2664
HOURS: 8:30-4:45 

The unit leads and coordinates policy development on elementary/secondary **education** issues and provides leadership for key policy areas such as special education and EQAO liaison. It also provides a wide range of policy analysis services and liaises with Cabinet Office, other ministries, other MET divisions and the Corporate Secretariat on elementary/secondary policy issues.

POLICY BRANCH
POLICY INFORMATION AND RESEARCH UNIT
Mowat Block
900 Bay St., 15th Flr.
Toronto M7A 1L2
416-325-2453
Fax 416-325-2662

The unit provides a range of information research services (including liaison with OISE re: transfer grant priorities) to inform and support the development of strategic policy and an accountability framework for the elementary/secondary education sector.

POLICY BRANCH
STRATEGIC PLANNING UNIT
Mowat Block
900 Bay St., 15th Flr.
Toronto M7A 1L2
416-325-2662
Fax 416-325-2664

The unit coordinates establishment of strategic directions and priorities for elementary and secondary education, the development of a strategic plan for the division and divisional input into MET strategic and business plans. Also, it liaises with and coordinates MET's links with elementary and secondary stakeholders with the goal of promoting effective dialogue on the policy agenda.

SCHOOL GOVERNANCE BRANCH - LABOUR RELATIONS UNIT
Mowat Block
900 Bay St., 24th Flr.
Toronto M7A 1L2
416-325-2842
Fax 416-325-7247

The School Governance Branch-Labour Relations Unit focuses on managing the various labour relations activities within the education sector. The services include developing options and strategies on collective bargaining to support governance reform, monitoring teacher job actions, managing stakeholder relations relating to collective bargaining, developing policy on school board/teacher negotiations and liaising with the Education Relations Commission.

SECONDARY SCHOOL PROJECT
Mowat Block
900 Bay St., 10th Flr.
Toronto M7A 1L2
416-325-2508
Fax 416-325-2552

This group supports and delivers activities and projects designed to improve the relevance of elementary/secondary programs (e.g. cooperative and citizenship education); linkages between education and employment/further education/training, and adult/continuing education. It also develops policies and programs related to program and diploma requirements for secondary school and guidance and career education.

ELEMENTARY/SECONDARY, POST-SECONDARY OPERATIONS AND FRENCH-LANGUAGE EDUCATION DIVISION

Mowat Block
900 Bay St., 22nd Flr.
Toronto M7A 1L2
416-325-2114
Fax 416-327-1182
416-325-2110 (French)
OTHER LANGUAGES: French
HOURS: 8:00-5:00

The Elementary/Secondary, Post-Secondary Operations and French Language Education Division focuses on the delivery of support services to elementary and secondary schools. The Division plays a leading role in the development of policies and programs that address the educational needs of French-language schools; is respondsible for the administration of capital and operating grants, and the implementation and monitoring of policies and programs; clarifies legislation,policy, and program requirements with schools boards and ensures their compliance, through nine district offices; operates and manages the Provincial and Demonstration Schools, which provide programs and services for English and French speaking students who are deaf, blind, deaf-blind, or learning-disabled; develops and provides a comprehensive distance education program in English and French at both elementary and secondary school levels for all Ontario residents; develops policies, curriculum, and other initiatives that concern anti-discrimination and equal opportunity issues; and provides information and advisory services regarding teachers' qualifications and secondary school diplomas.

ANTI-DISCRIMINATION AND EQUAL OPPORTUNITY BRANCH
Mowat Block
900 Bay St., 24th Flr.
Toronto M7A 1L2
416-325-4066/2569
Fax 416-326-0095

The primary role of the Anti-discrimination and Equal Opportunity Branch is to ensure that ministry programs, policies, and practices are free from bias and discrimination and that all students have an equal opportunity to achieve their full potential. The branch is also reponsible for Native education, English as a Second Language, and violence

prevention initiatives. The branch works in partnership with the Federal government, other provincial ministries, school boards, faculties of education and community agencies to implement related programs and initiatives.

CAPITAL AND OPERATING GRANTS ADMINISTRATION BRANCH
Mowat Block
900 Bay St., 21st Flr.
Toronto M7A 1L2
416-325-4030
416-325-2024 Accountability & Field Services
416-325-2058 General Legislative Grants
Fax 416-325-4024
HOURS: 8:30-5:00

The Capital and Operating Grants Administration Branch is responsible for the administration of and accountability for capital and operating grants for school boards, including: developing recommendations regarding capital allocations and administering the capital support program for school boards; administering the operating grant program for school boards; designing and conducting audits of enrolement and other grant programs to ensure appropriate accountability; liaising with school boards to clarify and interpret funding policy and to assess the implications of funding policies on board operations; and administering the budget approval process for isolate boards.

FRENCH LANGUAGE EDUCATION POLICY AND PROGRAMS BRANCH
Mowat Block
900 Bay St., 17th Flr.
Toronto M7A 1L2
416-325-2121
416-325-2127
416-325-4022 Program Offices
Fax 416-325-2156
Fax 416-325-2979
OTHER LANGUAGES: French
HOURS: 9:00-5:00

The French Language Policy and Programs Branch develops curricula for French elementary and secondary **education** that defines provincially consistent requirements, develops standards for student achievement, develops policies for language planning and student cultural development and establishes provincial secondary education policy as it relates to French-language **schools**. The branch also facilitates partnerships that expand the use of technology in French-language schools, administers French-language education elementary/secondary funding programs, coordinates research and analysis in terms of content and process with respect to French-language education, plans, develops, and coordinates liaison activities within MET and other ministries and agencies as they relate to French-language education, monitors and advises on issues pertaining to liaison with the French-language community.

INDEPENDENT LEARNING CENTRE
Waterpark Place
20 Bay St., Ste. 400
Toronto M5J 2W1
1-800-387-5512 (Toll-free)
416-325-4388
1-800-265-0454 (French) (Toll-free)
416-325-4360 (French)
Fax 416-314-8575
OTHER LANGUAGES: French
HOURS: 8:30-5:00

The Independent Learning Centre (ILC) provides **distance education** courses in **English** and French for Ontario residents who want to complete their secondary school education, upgrade basic skills or study for personal development. Courses at the Independent Learning Centre are free of charge to residents of Ontario. A variety of secondary school courses are offered. Course started and finish dates can be at any time of the year. Certificates and **diplomas** are also awarded at any time of the year.

ILC also offers a non-credit adult basic education program, including English as a Second Language (ESL), and literacy courses. An elementary program is available only for **children** who are unable to attend school due to extended illness, a long distance from school or temporary residence is outside Ontario.

For more information, a copy of the "Course Guide" can be obtained by telephoning, writing or visiting the Independent Learning Centre. All services are offered in both English and French in Toronto.

OPERATIONS AND FIELD SERVICES BRANCH

The Operations and Field Services Branch coordinates the activities of nine District Offices located throughout Ontario. Some of the major functions of the branch are as follows: monitor program implementation in the elementary/secondary education system; clarify ministry policies and programs to the elementary/secondary education community; ensure field input in the development of ministry policies and, report on the effectiveness of the school system.

Kitchener District Office
30 Duke St. W., Ste. 903
Kitchener N2H 2W5
519-571-6133
1-800-909-6553 (Toll-free)
1-800-471-2584 (Toll-free)
Fax 519-571-6148

London District Office
217 York St., Ste. 207
London N6A 5P9
519-472-1440
1-800-265-4221 (Toll-free)
Fax 519-667-9769
OTHER LANGUAGES: French
HOURS: 8:30-4:45

Kingston District Office
1580 Merivale Rd., 4th Flr.
Nepean K2G 4B5
613-225-9210ext167
1-800-267-1067 (Toll-free)
Fax 613-225-2881
OTHER LANGUAGES: French
HOURS: 8:30-4:45

Ottawa District Office
1580 Merivale Rd., 4th Flr.
Nepean K2G 4B5
613-225-9210ext167
1-800-267-1067 (Toll-free)
Fax 613-225-2881

North Bay/Sudbury District Office
(North Bay Site)
447 McKeown Ave.
P. O. Box 3020
North Bay P1B 8K7
705-474-7210
1-800-461-9570 (Toll-free)
Fax 705-494-4075
OTHER LANGUAGES: French
HOURS: 9:00-5:00

North Bay/Sudbury District Office
(Sudbury Site)
199 Larch St., Ste. 203
Sudbury P3E 5P9
705-675-4233
OTHER LANGUAGES: French
HOURS: 8:00-4:45

Thunder Bay District Office
435 James St. S., Ste. 111
Thunder Bay P7E 6E3
807-475-1571
1-800-465-5020 (Toll-free)
Fax 807-475-1550
OTHER LANGUAGES: French
HOURS: 8:00-5:00

GTA District Office
700 Lawrence Ave. W., 3rd Flr. Ste. 360
Toronto M6A 1B4
416-256-2773
Fax 416-256-2904

Metro Toronto Office
Mowat Block
900 Bay St., 5th Flr.
Toronto M7A 1L2
416-325-6874
Fax 416-325-6793

PROVINCIAL SCHOOLS BRANCH
Mowat Block
900 Bay St., 8th Flr.
Toronto M7A 1L2
416-325-1940
416-325-4099/2139 (TTY)
Fax 416-325-4361
OTHER LANGUAGES: French
HOURS: 8:30-5:00

The Provincial **Schools** Branch apprises the minister on the daily operations of the provincial and demonstration schools. Liaison is provided with professional and parent associations, and government agencies regarding programs and services for **blind**, **deaf**, deaf/blind and pupils with severe learning disabilities. The provincial schools also provide resource services to pre-school deaf and deaf/blind children and their families and consultative services to school boards. The demonstration schools provide in-service teacher **education** and consultative services to school boards.

DEMONSTRATION SCHOOLS

Sagonaska School
350 Dundas St. W.
Belleville K8P 1B2
613-967-2830
Fax 613-967-2830
HOURS: 8:30-4:30

Amethyst School
1090 Highbury Ave.
P. O. Box 7300
London N5Y 4V9
519-453-4400
HOURS: 8:30-4:30

Trillium School
347 Ontario St. S.
Milton L9T 3X9
905-878-8428
Fax 905-878-7540
HOURS: 8:30-4:30

Centre Jules-Leger
281 Lanark Ave.
Ottawa K1Z 6R8
613-761-9300
613-761-9304 (TTY)
Fax 613-761-9301
OTHER LANGUAGES: French
HOURS: 8:30-4:30

SCHOOLS FOR THE BLIND AND DEAF

The Sir James Whitney School (Deaf)
350 Dundas St. W.
Belleville K8P 1B2
613-967-2823 (TTY)
613-967-2823
Fax 613-967-2857
OTHER LANGUAGES: Asl
HOURS: 8:15 to 4:30

The W. Ross Macdonald School (Blind and DeafBlind)
350 Brant Ave.
Brantford N3T 3J9
519-759-0730
Fax 519-759-4741
OTHER LANGUAGES: Asl
HOURS: 8:30-4:30

The Robarts School (Deaf)
1090 Highbury Ave.
P. O. Box 7300
London N5Y 4V9
519-453-4400
519-453-4400 (TTY)
Fax 519-453-7943
OTHER LANGUAGES: Asl
HOURS: 8:30-4:30

The Ernest C. Drury School (Deaf)
255 Ontario St. S.
Milton L9T 2M5
905-878-7195 (TTY)
905-878-2851
Fax 905-878-1354
OTHER LANGUAGES: Asl
HOURS: 8:30-4:30

Centre Jules-Leger (Deaf, Blind, Deafblind)
281 Lanark Ave.
Ottawa K1Z 6R8
613-761-9304 (TTY)
613-761-9300
Fax 613-761-9301
OTHER LANGUAGES: French, Asl
HOURS: 8:30-4:30

TEACHER CERTIFICATION AND INFORMATION SERVICES UNIT
Mowat Block
900 Bay St., 12th Flr.
Toronto M7A 1L2
416-325-4300
Fax 416-325-3199
OTHER LANGUAGES: French
HOURS: 9:00-4:30

The Teacher **Certification** and Information Services Unit determines teacher eligibility for certification and equivalency standing, updates qualifications, issues teaching documents, and produces statistical reports. Effective April 1, 1997, teacher certification will be the responsibility of the Ontario College of **Teachers**.

POSTSECONDARY EDUCATION DIVISION

Mowat Block
900 Bay St., 9th Flr.
Toronto M7A 1E2
416-325-2199
Fax 416-326-3256

The Postsecondary Education Division is responsible for the full range of the ministry's relationships with the postsecondary education sector and is devoted full-time to building effective working relationships between the ministry and postsecondary institutions and organizations.

COLLEGES BRANCH
Mowat BLock
900 Bay St., 10th Flr.
Toronto M7A 1L2
416-325-2245
Fax 416-327-1853

The Colleges Branch develops, plans, coordinates, and implements the government's policy and program guidelines for the college sector including monitoring program quality differentiation, rationalization, accreditation, and standards. It liaises with institutions and student organizations; provides advisory services to colleges in areas such as interpretation of policy and program guidelines, support to Aboriginal education strategy, French language education, and distance education. It administers operating and capital grants to colleges.

POSTSECONDARY EDUCATION POLICY BRANCH
Mowat Block
900 Bay St., 9th Flr.
Toronto M7A 1E2
416-314-6975
Fax 416-325-4573

Government policy and guidelines for the college and university are developed and coordinated in three units: Sector Policy Unit; Strategic Funding and Accessibility Unit; and, Planning and Research Unit.

STUDENT SUPPORT BRANCH
189 Red River Rd.
P. O. Box 4500
Thunder Bay P7B 6G9
807-343-7260
1-800-465-3023 (Toll-free) Accounts Receivable
1-800-465-3958 (Toll-free) (TTY)
900-565-6727 (Toll-free) (OSAP)
Fax 807-343-7278
OTHER LANGUAGES: French
HOURS: 8:30-4:30

Mowat Block
900 Bay St., 10th Flr.
Toronto M7A 1L2
416-314-0500
Fax 416-314-0499

The Student Support Branch administers programs that offer **financial assistance** in the form of **loans** or **bursaries** to Ontario **students** studying at approved colleges, universities and private postsecondary institutions. The five plans operated under the Ontario Student Assistance Program (OSAP) are: the Canada Student Loans Plan, Ontario Student Loans Plan, Ontario Special Bursary Plan, Ontario Work-Study Plan, and the Part-Time Canada Student Loans Plan.

Non-repayable bursaries are also available for students with disabilities to help cover education-related costs required because of the disability. A non-repayable bursary is also available to help students with child care costs.The Loan Forgiveness Program is also available to help students reduce their debt loads.

Fellowships or **scholarships** are awarded for outstanding university graduate work: the Ontario Graduate Scholarship, Sir John A. Macdonald Graduate Fellowship in Canadian History, and the Ontario-Quebec Exchange Fellowship. The branch also administers the Aird Scholarship for individuals with disabilities.

Students should apply through the Financial Aid Office located at the post-secondary institution they plan to attend. Students attending private or out-of-province institutions should contact the Student Support Branch.

UNIVERSITIES BRANCH
Mowat Block
900 Bay St., 9th Flr.
Toronto M7A 1L2
416-325-1953

The Universities Branch develops, plans, coordnates, and implements the government's policy and program guidelines for the university sector and monitors program effectiveness. It provides a wide range of advisory services to the province's universities in areas such as interpretation and application of policy and program guidelines, French-language education and programming, distance education, and liaison with student organizations. The branch also administers special, capital and operating grants to universities.

TRAINING DIVISION

Mowat Block
900 Bay St., 3rd Flr.
Toronto M7A 1L2
416-325-2990
Fax 416-325-2995

The Training Division is responsible for labour market research and policy; management and operation of the training system including apprenticeship, employment preparation and basic skills programs, literacy, youth employment services, and training services for employers; development and delivery of an integrated and cost-efficient training system that is consistent with the government's social, economic and fiscal priorities.

The office of the Assistant Deputy Minister for Training oversees the operation of three branches within the division: the Labour Market Policy, Planning and Research Branch; the Workplace Preparation Branch; and the Workplace Support Services Branch. In addition to these branches, the division is responsible for the Apprenticeship Reform Project.

ADULT EDUCATION PROJECT
Mowat Block
900 Bay St., 3rd Flr.
Toronto M7A 1L2
416-325-2520

An internal review to take stock of adult education programs across all of Ministry of Education and Training's sectors, with a view to improving coordination, efficiency and effectiveness.

APPRENTICESHIP REFORM PROJECT
Mowat Block
900 Bay St., 3rd Flr.
Toronto M7A 1L2
416-326-2811
Fax 416-326-6573

The Apprenticeship Reform Project, set up in September 1996, has a mandate to lead a process of reform of Ontario's apprenticeship system, including the legislative, policy, funding and delivery framework. It is intended that the reform will be developed and implemented by April 1998. Consultation with employers, unions, apprentices, tradespeople, educators and trainers will be a key part of the project's work. For further information, contact the Training Hotline 1-800-387-5656.

LABOUR MARKET POLICY, PLANNING AND RESEARCH BRANCH
Mowat Block
900 Bay St., 18th & 19th Flrs.
Toronto M7A 1L2
416-314-3764
Fax 416-314-3872
HOURS: 8:30-5:00 

The Labour Market Policy, Planning and Research (LMPPR) is responsible for the development of labour market and training policy for Ontario. LMPPR provides the Ministry of Education and Training with policy development, analysis and coordination support; conducts planning, research and evaluation with respect to labour market/training matters; conducts local board liaison; and manages relations with federal government and other provinces in the area of labour market training.

LABOUR MARKET POLICY, PLANNING AND RESEARCH BRANCH
LABOUR MARKET INFORMATION AND RESEARCH UNIT
Mowat Block
900 Bay St., 18th & 19th Flrs.
Toronto M7A 1L2
416-314-3764
Fax 416-314-3872

The Labour Market Information and Research Unit provides labour market information and research services to support policy development, program planning and program review within the division and throughout the ministry.

LABOUR MARKET POLICY, PLANNING AND RESEARCH BRANCH
LABOUR MARKET POLICY DEVELOPMENT AND
INTERGOVERNMENTAL RELATIONS
Mowat Block
900 Bay St., 18th & 19th Flrs.
Toronto M7A 1L2
416-314-3764
Fax 416-314-3872

The Labour Market Policy Development and Intergovernmental Relations office provides macro-level policy development in the area of labour market issues including training, and coordinates the ministry's involvement in federal-provincial initiatives and negotiations in the area of labour market training.

LABOUR MARKET POLICY, PLANNING AND RESEARCH BRANCH
LOCAL BOARDS LIAISON/COMMUNITY RELATIONS
Mowat Block
900 Bay St., 18th & 19th Flrs.
Toronto M7A 1L2
416-314-3764
Fax 416-314-3872
OTHER LANGUAGES: French
HOURS: 8:30-5:00

Local Boards Liaison/Community Relations supports the establishment of Local Boards across Ontario, to work cooperatively with Human Resources Development Canada/Canadian Labour Force Development Board and, in doing so, provides ongoing liaison services to Local Boards and community relations support.

LABOUR MARKET POLICY, PLANNING AND RESEARCH BRANCH
PLANNING AND EVALUATION UNIT
Mowat Block
900 Bay St., 18th & 19th Flrs.
Toronto M7A 1L2
416-314-3764
Fax 416-314-3872

The Planning and Evaluation Unit leads the planning and evaluation processes for the division.

LABOUR MARKET POLICY, PLANNING AND RESEARCH BRANCH
POLICY COORDINATION UNIT
Mowat Block
900 Bay St., 18th & 19th Flrs.
Toronto M7A 1L2
416-314-3764
416-314-3872

The Policy Coordination Unit provides policy coordination services for the division; issues management, ministerial, policy support to programs, and policy analysis regarding broader labour market issues.

WORKPLACE PREPARATION BRANCH

The Workplace Preparation Branch administers programs that serve adult, youth, social assistance recipients and people in need of literacy services, and operates the toll free Training Hotline (1-800-387-5656) that provides employment and training program information to the general public (see Help Centres Section, Literacy and Basic Skills Section, Training Hotline).

FUTURES prepares young people who are out of school and unemployed to find a job, return to school and/or connect with other training programs and services in the community. The program works in two ways: pre-employment counselling helps young people who are not ready for employment to sort out their work and career interests and to develop skills to find and keep a job. Work experience and on-the-job training is provided for young people who are ready for employment. FUTURES pays clients a training allowance and/or minimum wage. To qualify for the program, youth must be between the ages of 16 to 24 (up to 29, if they have a disability), living in Ontario and eligible to work here. FUTURES is delivered by community colleges and not-for-profit organizations that also deliver the Youth Employment Counselling Centre program.

The Youth Employment Counselling Centre program (YECC) helps out of school, unemployed youth between the ages of 15 to 24 to find a job, return to school or connect with other training programs. The YECC program offers a full range of employment counselling services including career planning; helps to find and keep a job, referrals to school programs, skills training and other community services.

625 Church St., 3rd Flr.
Toronto M4Y 2E8
416-326-5837
Fax 416-326-5911
OTHER LANGUAGES: French
HOURS: 9:00-5:00

Durham Youth Employment Service
87 Old Kingston Rd., 2nd Flr.
Ajax L1T 3A6
905-427-7670/7894 FUTURES, YECC
HOURS: 8:30-4:30

FOCUS Community Youth Services
54 Wellington St. W., Ste. a
Alliston L9R 1W7
705-435-9821 YECC
HOURS: 8:30-4:30

Loyalist College of Applied Arts & Technology (Bancroft Campus)
195 Hastings St. N.
Bancroft K0L 1C0
613-332-1743 FUTURES
HOURS: 8:30-4:30

Brock Youth Resource Centre
24 Dunlop St. E., 2nd Flr.
Barrie L4N 1A3
705-726-5572 YECC
HOURS: 8:30-4:30

Loyalist College of Applied Arts & Technology
54 Dundas St. E.
Belleville K8N 1B3
613-966-0205 FUTURES
HOURS: 8:30-4:30

Belleville Youth Employment Counselling Centre
219 Front St., Ste. 204
Belleville K8N 2Z4
613-969-0830 YECC
HOURS: 8:30-4:30

Sault College of Applied Arts & Technology
12 Woodward Ave.
Blind River P0R 1B0
705-356-1611 FUTURES
OTHER LANGUAGES: French
HOURS: 8:30-4:30

Sheridan College of Applied Arts & Technology
100 Wilkinson Rd., Units 5-8
Brampton L6T 4Y9
416-457-4707 FUTURES
HOURS: 8:30-4:30

Mohawk College of Applied Arts & Technology (Grant Elgin Campus)
441 Elgin St.
Brantford N3T 5V2
519-758-6011 FUTURES
HOURS: 8:30-4:30

St. Leonard's Youth Employment Centre
12 Market St.
Brantford N3T 2Z4
519-753-6311 YECC
HOURS: 8:30-4:30

Youth Employment Assistance Headquarters Inc.
68 William St., 2nd Flr.
Brockville K6V 4V5
613-498-2111 FUTURES, YECC
HOURS: 8:30-4:30

Youth Employment Teaming Centre c/o Lovesick Lake Native Women's Assoc
R. R. 1
Buckhorn K0L 1J9
705-657-9456 FUTURES, YECC
HOURS: 8:30-4:30

Hamilton/Burlington YMCA Youth Employment Service
760 Brant St., 2nd Level, Ste. 405
Burlington L7R 4B8
905-681-1140 FUTURES, YECC
HOURS: 8:30-4:30

Conestoga College of Applied Arts & Technology
1425 Bishop St.
Cambridge N1R 6J9
519-622-4530 FUTURES
HOURS: 8:30-4:30

Cambridge Youth Services
73 Water St., Unit 3
Cambridge N1R 7L6
519-622-0815 FUTURES, YECC
HOURS: 8:30-4:30

Smart Planning for Employment and Career
190 New St.
P. O. Box 279
Cardinal K0E 1E0
613-657-3789 FUTURES, YECC
HOURS: 8:30-4:30

Sault College of Applied Arts & Technology
34 Birch St.
Chapleau P0M 1K0
705-864-1511 FUTURES
OTHER LANGUAGES: French
HOURS: 8:30-4:30

St. Clair College of Applied Arts & Tech./Chatham-Kent Y.E.C.C.
158 Keil Dr.
Chatham N7M 6B7
519-351-2590 FUTURES, YECC
HOURS: 8:30-4:30

Sir Sandford Fleming College of Applied Arts & Technology
1005 William St.
Cobourg K9A 4R5
905-372-6865 FUTURES
HOURS: 8:30-4:30

Georgian College of Applied Arts & Technology
49 Huron St.
Collingwood L9Y 1C5
705-445-2961 FUTURES
HOURS: 8:30-4:30

TRACKS Employment Services
74 Hurontario St., Unit 1
Collingwood L9Y 2L8
705-444-1580 YECC
HOURS: 8:30-4:30

Centre for Youth Counselling Leading to Employment (CYCLE/Steeles)
2180 Steeles Ave. W., Ste. 223
Concord L4K 2Z5
905-669-5330 FUTURES, YECC
HOURS: 8:30-4:30

La Cite Collegiale
144 rue Pitt
Cornwall K6J 3P4
613-938-2483 FUTURES
OTHER LANGUAGES: French
HOURS: 8:30-4:30

Cornwall Youth Employment Counselling Centre
144 Pitt St.
Cornwall K7J 3P4
613-933-9675 FUTURES, YECC
OTHER LANGUAGES: French
HOURS: 8:30-4:30

North York YMCA Youth Employment Service
1315 Finch Ave. W., Ste. 122a
Downsview M3J 2G6
416-630-0330 FUTURES, YECC
OTHER LANGUAGES: French
HOURS: 8:30-4:30

Confederation College of Applied Arts & Technology
212 Princess St.
Dryden P8N 1E5
807-223-4006 FUTURES
HOURS: 8:30-4:30

Sault College of Applied Arts & Technology
2 Elizabeth Walk
Elliot Lake P5A 2A8
705-848-0626 FUTURES
OTHER LANGUAGES: French
HOURS: 8:30-4:30

Cambrian College of Applied Arts & Technology
329 Second Ave.
C. P. 2090
Espanola P0P 1C0
705-869-4113 FUTURES
OTHER LANGUAGES: French
HOURS: 8:30-4:30

Etobicoke YMCA Youth Employment Service
1620 Albion Rd., Ste. 311
Etobicoke M9V 4A3
416-741-4611 FUTURES, YECC
HOURS: 8:30-4:30

Fergus Y.E.C.C.
200 St. Patricks St., Unit 5
Fergus N1M 1M5
519-843-5513 YECC
HOURS: 8:30-4:30

Youth Counselling Services c/o Chippewas of Kettle/Stony Point Band Council
53 Indian Lane
R. R. 2
Forest N0N 1J0
519-786-6780 (TTY) YECC
HOURS: 8:30-4:30

Fort Frances Y.E.C.C.
300 Scott St.
Fort Frances P9A 1G9
807-274-2977 YECC
HOURS: 8:30-4:30

Confederation College of Applied Arts & Technology
1400 Main St.
Geraldton P0T 1M0
807-854-0652 FUTURES
OTHER LANGUAGES: French
HOURS: 8:30-4:30

Conestoga College of Applied Arts & Technology
460 Speedvale Ave. W.
Guelph N1H 6N6
519-763-0081 FUTURES
HOURS: 8:30-4:30

Second Chance Employment Counselling Centre
177 Norfolk St.
Guelph N1H 4K1
519-823-2440 YECC
HOURS: 8:30-4:30

Sir Sandford Fleming College of Applied Arts & Technology (Northern Campus)
Lakeview Centre
Haliburton K0M 1S0
705-457-1680 FUTURES
HOURS: 8:30-4:30

North Halton YMCA Youth Employment Service (Georgetown)
37 Main St. S.
Halton Hills L7G 3G2
905-877-6979 FUTURES, YECC
HOURS: 8:30-4:30

Youth Employment Centre
33 Bold St.
Hamilton L8P 1T3
905-528-9803 FUTURES, YECC
HOURS: 8:30-4:30

Mohawk College of Applied Arts & Technology
360 Mohawk Rd. W.
Hamilton L9C 1W6
905-388-1642 FUTURES
OTHER LANGUAGES: French
HOURS: 8:30-4:30

La Cite Collegiale
750 rue Laurier
Hawkesbury K6A 3N9
613-632-2483 FUTURES
OTHER LANGUAGES: French
HOURS: 8:30-4:30

Centre de services a l'emploi de Prescott-Russell inc.
134 rue Main est
Hawkesbury K6A 1A3
613-632-0179 FUTURES, YECC
OTHER LANGUAGES: French
HOURS: 8:30-4:30

Northern College of Applied Arts & Technology
801 George St.
P. O. Box 1780
Hearst P0L 1N0
705-372-1888 FUTURES
OTHER LANGUAGES: French
HOURS: 8:30-4:30

C.C.E.J. Centre de consultation pour l'embauche des jeunes
60 rue 9e
C. P. 1180
Hearst P0L 1N0
705-372-1070 FUTURES, YECC
OTHER LANGUAGES: French
HOURS: 8:30-4:30

Ingersoll Youth Employment Service
38 King St. E.
Ingersoll N5C 1G4
519-485-6088 YECC
HOURS: 8:30-4:30

Northern College of Applied Arts & Technology
12 Ash St.
Kapuskasing P5N 2C8
705-337-1014 FUTURES
OTHER LANGUAGES: French
HOURS: 8:30-4:30

Confederation College of Applied Arts & Technology
Market Square Bldg.
100 Chipman St., 2nd Flr.
Kenora P9N 1G5
807-468-4635 FUTURES
HOURS: 8:30-4:30

Tri-Municipal Youth Employment Services
Market Square Bldg.
100 Chipman St., 2nd Flr.
Kenora K9N 4E4
807-468-4635 YECC
HOURS: 8:30-4:30 

Kingston Employment & Youth Services (KEYS)
182 Sydenham St.
Kingston K7K 3M2
613-546-5559 FUTURES, YECC
HOURS: 8:30-4:30 

Northern College of Applied Arts & Technology (Kirkland Lake Campus)
11 Station Rd. S.
Kirkland Lake P2N 3H2
705-567-9238 FUTURES
OTHER LANGUAGES: French
HOURS: 8:30-4:30 

Conestoga College of Applied Arts & Technology
165 King St. E.
Kitchener N2G 2K8
519-579-4550 FUTURES
HOURS: 8:30-4:30 

Lutherwood Youth Employment Counselling Centre
165 King St. E.
Kitchener N2G 2K8
519-743-2460 FUTURES, YECC
HOURS: 8:30-4:30 

Youth Employment Counselling Services
33 Princess St., 3rd Flr.
Leamington N8H 5C5
519-326-8629 YECC
HOURS: 8:30-4:30 

Sir Sandford Fleming College of Applied Arts & Technology
Career House
77 Durham St. W.
Lindsay K9V 2P8
705-238-1766 FUTURES
HOURS: 8:30-4:30 

Victoria County Career Services Inc.
6 King St. W.
Lindsay K9V 1C5
705-328-0180 YECC
HOURS: 8:30-4:30

Cambrian College of Applied Arts & Technology
14 Water St., Rm. 207
Little Current P0P 1K0
705-368-3194 FUTURES
OTHER LANGUAGES: French
HOURS: 8:30-4:30

Fanshawe College of Applied Arts & Technology
1460 Oxford St. E.
London N5V 1W2
519-452-4480 FUTURES
OTHER LANGUAGES: French
HOURS: 8:30-4:30

Youth Opportunities Unlimited
388 Dundas St., 2nd Flr.
London N6B 1V7
519-432-1112 FUTURES, YECC
OTHER LANGUAGES: French
HOURS: 8:30-4:30

Confederation College of Applied Arts & Technology
65 Peninsula St.
P. O. Box 520
Marathon P0T 2E0
807-229-2036 FUTURES
OTHER LANGUAGES: French
HOURS: 8:30-4:30

Markdale & District Youth Employment Counselling Centre
206 Toronto St.
P. O. Box 424
Hwy. 10
Markdale N0C 1H0
519-986-2987 FUTURES, YECC
HOURS: 8:30-4:30

Georgian College of Applied Arts & Technology
478 Bay St.
Midland L4R 1K9
705-526-3666 FUTURES
OTHER LANGUAGES: French
HOURS: 8:30-4:30

Mississauga Area Youth Employment Service
130 Dundas St. E., Ste. 200
Mississauga L5A 3V8
905-276-9322 FUTURES, YECC
HOURS: 8:30-4:30

JHS Youth Employment Resource Centre (Nepean)
Bells Corners
3730 Richmond Rd., Ste. 107
Nepean K2H 5B9
613-828-2123 FUTURES, YECC
HOURS: 8:30-4:30

W3 Youth Employment Service (Elmira)
175 Waterloo St.
New Hamburg N0B 2G0
519-662-1832 YECC
HOURS: 8:30-4:30

Northern College of Applied Arts & Technology
221 Whitehead Ave.
P. O. Box 1480
New Liskeard P0J 1P0
705-647-8006 FUTURES
OTHER LANGUAGES: French
HOURS: 8:30-4:30

Niagara College of Applied Arts & Technology
6255 Huggins St., Unit 3
Niagara Falls L2E 3V6
905-357-4422 FUTURES
HOURS: 8:30-4:30

Youth and Community Employment Services
5166 Victoria Ave.
Niagara Falls L2E 4E3
905-374-2021 YECC
HOURS: 8:30-4:30

Nipigon-Red Rock District Youth Employment Counselling Service
4 Front St.
General Delivery
Nipigon P0T 2J0
807-887-2746 FUTURES, YECC
HOURS: 8:30-4:30

Nipissing District Youth Employment Services Inc.
149 Main St. E., Ste. 201
North Bay P1B 1A9
705-476-3234 FUTURES, YECC
OTHER LANGUAGES: French
HOURS: 8:30-4:30

Canadore College of Applied Arts & Technology
60 Commerce Crt.
North Bay P1B 8K9
705-474-7600 FUTURES
OTHER LANGUAGES: French
HOURS: 8:30-4:30

Six Nations Youth Empl. Counselling Centre c/o Sp. Services for Sp. People
P. O. Box 120
Ohsweken N0A 1M0
519-445-4057 YECC
HOURS: 8:30-4:30

Georgian College of Applied Arts & Technology
825 Memorial Ave.
Orillia L3V 6S2
705-325-2705 FUTURES
HOURS: 8:30-4:30

Durham College of Applied Arts & Technology
843 King St. W., Unit 8
Oshawa L1J 2L4
905-434-8006 FUTURES
HOURS: 8:30-4:30

Durham Region John Howard Society Youth & Community Employment Centre
492 Simcoe St. S.
Oshawa L1H 4J8
905-579-8482 FUTURES, YECC
HOURS: 8:30-4:30

Algonquin College of Applied Arts & Technology
161 Greenbank Rd.
Ottawa K2H 5V6
613-721-6177 FUTURES
HOURS: 8:30-4:30

Youth Employment Assistance Program
147 Besserer St., 2nd Flr.
Ottawa K1N 6A7
613-241-7910 FUTURES, YECC
OTHER LANGUAGES: French
HOURS: 8:30-4:30

La Cite Collegiale
2465 Boul. St. Laurent
Ottawa K1G 5B4
613-786-2182 FUTURES
OTHER LANGUAGES: French
HOURS: 8:30-4:30

Georgian College of Applied Arts & Technology
1150 Eigth St. E.
Owen Sound N4K 5R4
519-367-0682 FUTURES
HOURS: 8:30-4:30

Family "Y" Employment Services
1051 Second Ave. E., Ste. 6
Owen Sound N4K 2H8
519-371-9222 FUTURES, YECC
HOURS: 8:30-4:30

District of Parry Sound Youth Employment Services Inc.
23 James St., Ste. 201
Parry Sound P2A 1T4
705-746-9341 FUTURES, YECC
HOURS: 8:30-4:30

Algonquin College of Applied Arts & Technology
315 Pembroke St. E., Rm. 213
Pembroke K8A 3K2
613-735-4747 FUTURES
HOURS: 8:30-4:30

Career Information Centres
Gallery 2000
130 Pembroke St. W., 1st Flr.
Pembroke K8A 5M8
613-732-7058 FUTURES, YECC
OTHER LANGUAGES: French
HOURS: 8:30-4:30

Georgian College of Applied Arts & Technology
Village Square Mall
P. O. Box 370
Penetanguishene L0K 1P0
705-549-7685 FUTURES
OTHER LANGUAGES: French
HOURS: 8:30-4:30

Sir Sandford Fleming College of Applied Arts & Technology (McDonnel Campus)
526 McDonnel St.
Peterborough K9J 7B1
705-749-5530 FUTURES
HOURS: 8:30-4:30

Employment Planning & Youth Career (EPYC) Centre
610 Parkhill Rd. W.
Peterborough K9J 6N6
705-748-9110 FUTURES, YECC
HOURS: 8:30-4:30

Durham College of Applied Arts & Technology
2 Mill St.
Port Hope L1A 2S5
905-885-4842 FUTURES
HOURS: 8:30-4:30

Red Lake Youth Employment Counselling Centre
232 Howey St.
P. O. Box 223
Red Lake P0V 2M0
807-727-2297 FUTURES, YECC
HOURS: 8:30-4:30

Algonquin College of Applied Arts & Technology
210 Lochiel St. S., Rm. 201
P. O. Box 160
Renfrew K7V 4A3
613-432-5863 FUTURES
HOURS: 8:30-4:30

York Region Youth Employment Service
10670 Yonge St., 2nd Flr.
Richmond Hill L4C 3C9
905-773-6589 FUTURES, YECC
HOURS: 8:30-4:30

Sault YMCA Youth Employment Services
Station Tower
421 Bay St., 4th Flr.
Sault Ste. Marie P6A 1X3
705-945-1600 FUTURES, YECC
OTHER LANGUAGES: French
HOURS: 8:30-4:30

Sault College of Applied Arts & Technology
Station Tower
421 Bay St., 4th Flr.
Sault Ste. Marie P6A 1X3
705-945-1600 FUTURES
OTHER LANGUAGES: French
HOURS: 8:30-4:30

Scarborough Area Youth Employment Service
1200 Markham Rd., Ste. 114
Scarborough M1H 3C3
416-431-0580 FUTURES, YECC, JOY
HOURS: 8:30-4:30

Operation Springboard
2202 Eglinton Ave. E., Ste. 102
Scarborough M1L 2N3
416-757-4181 FUTURES, YECC
HOURS: 8:30-4:30

Fanshawe College Youth Services Centre
48 Peel St. N.
Simcoe N3Y 1S2
519-428-1135 FUTURES, YECC
HOURS: 8:30-4:30

Algonquin College of Applied Arts & Technology
52 Abbott St. N.
Smith Falls K7A 1N3
613-283-2899 FUTURES
HOURS: 8:30-4:30

Northern College of Applied Arts & Technology
Highway 101 E.
South Porcupine P0N 1H0
705-235-3211 FUTURES
HOURS: 8:30-4:30

St. Catharines Youth and Community Employment Services
4-1/2 Clark St.
St. Catharines L2R 5G2
905-682-8372 FUTURES, YECC
HOURS: 8:30-4:30

Fanshawe College of Applied Arts & Technology
41 Mondamin St.
St. Thomas N5P 2V4
519-633-7187 FUTURES
HOURS: 8:30-4:30

Youth Employment Counselling Centre
41 Mondamin St.
St. Thomas N5P 2V4
519-633-5200 FUTURES, YECC
HOURS: 8:30-4:30

Conestoga College of Applied Arts & Technology
270 Water St.
Stratford N5A 6W3
519-271-9976 FUTURES
HOURS: 8:30-4:30

Canadore College of Applied Arts & Technology
94 King St.
Sturgeon Falls P0H 2G0
705-753-4400 FUTURES
OTHER LANGUAGES: French
HOURS: 8:30-4:30

Cambrian College of Applied Arts & Technology
77 Evergreen St.
Sudbury P3C 2A9
705-673-4227 FUTURES
OTHER LANGUAGES: French
HOURS. 8:30-4:30

Sudbury Youth Employment Services
260 Cedar St.
Sudbury P3B 1M7
705-674-2324 FUTURES, YECC
OTHER LANGUAGES: French
HOURS: 8:30-4:30

Confederation College of Applied Arts & Technology
544 Winnipeg Ave.
Thunder Bay P7B 3S7
807-345-1331 FUTURES
HOURS: 8:30-4:30

Thunder Bay Youth Employment Service
1116 Waterford St.
Thunder Bay P7B 5R1
807-623-0768 FUTURES, YECC
HOURS: 8:30-4:30

Tri-County Youth Employment Service
40 Brock St. W.
Tillsonburg N4G 2A2
519-842-9007 FUTURES, YECC
HOURS: 8:30-4:30

Northern College of Applied Arts & Technology
Timcor Bldg.
313 Railway St.
Timmins P0N 1H0
705-268-3033 FUTURES
OTHER LANGUAGES: French
HOURS: 8:30-4:30

Parachute Youth Employment Centre
489 Queen St. E., Unit 100
Toronto M5A 1V1
416-363-1689 FUTURES, YECC
HOURS: 8:30-4:30

Youth Employment Service
511 Richmond St. W.
Toronto M5V 1Y3
416-366-2516 FUTURES, YECC
HOURS: 8:30-4:30

Woodgreen Employment Counselling Centre
1080 Queen St. E.
Toronto M4M 1K5
416-469-5211 FUTURES, YECC
OTHER LANGUAGES: French
HOURS: 8:30-4:30

Centre for Youth Counselling Leading to Employment (CYCLE/Eglinton)
700 Caledonia Rd.
Toronto M6B 4H9
416-789-7925 FUTURES, YECC
HOURS: 8:30-4:30

John Howard Society of Metro. Toronto Youth & Community Employ. Programs
60 Wellesley St. W.
Toronto M5S 2X3
416-925-4386 FUTURES, YECC
HOURS: 8:30-4:30

St. Stephen's Youth Employment Centre
1415 Bathurst St., Ste. 201
Toronto M5R 3H8
416-531-4631 FUTURES, YECC
OTHER LANGUAGES: French
HOURS: 8:30-4:30

C.A.W.L. Youth Employment Counselling Centre
41-45 Chauncy Ave.
Toronto M8Z 2Z2
416-231-2295 FUTURES, YECC
HOURS: 8:30-4:30

Job Opportunities for Youth (JOY)
116 Industry St.
Toronto M6M 4L8
416-763-7557/765-5675 FUTURES, YECC
HOURS: 8:30-4:30

St. Christopher House Y.E.C.C.
195 Liberty St.
Toronto M6K 3K4
416-533-7260 FUTURES, YECC, JOY
HOURS: 8:30-4:30

George Brown College of Applied Arts & Technology
200 King St. E., 5th Flr.
Toronto M5A 3W8
416-867-2223 FUTURES
OTHER LANGUAGES: French
HOURS: 8:30-4:30

Trenton Youth Employment Service
82 Dundas St. W.
Trenton K8V 3P3
613-969-0830 YECC
HOURS: 8:30-4:30

Durham College of Applied Arts & Technology
2 Campbell Dr., Ste. 205
Uxbridge L9P 1H6
905-852-7848 FUTURES
HOURS: 8:30-4:30

Georgian College of Applied Arts & Technology
106 Coburne St. N., Unit 10
P. O. Box 940
Walkerton N0G 2V0
519-881-2795 FUTURES
HOURS: 8:30-4:30

Sault College of Applied Arts & Technology
3 Maple St.
P. O. Box 1490
Wawa P0S 1K0
705-856-2701 FUTURES
OTHER LANGUAGES: French
HOURS: 8:30-4:30

Niagara College of Appplied Arts & Technology
31 Main St. W.
Welland L3C 4Z5
905-735-5365 FUTURES
OTHER LANGUAGES: French
HOURS: 8:30-4:30

Welland Youth & Community Employment Services (Y.A.C.E.S.)
440 Niagara St., Unit 6c
Welland L3C 1L5
905-732-7655 YECC
HOURS: 8:30-4:30

W3 Youth Employment Service (Elmira)
10 Queen St. W.
Wellesley N0B 2T0
519-656-3340 YECC
HOURS: 8:30-4:30

Centennial College of Applied Arts & Technology
Manse Centre Plaza
4630 Kingston Rd.
West Hill M1E 4Z4
416-285-6012 FUTURES
HOURS: 8:30-4:30

Alternative Youth Centre for Employment (AYCE)
2255 Sheppard Ave. E., 4th Flr., Ste. A-120
Willowdale M2N 4Y1
416-491-7000 FUTURES, YECC
HOURS: 8:30-4:30

St. Clair College of Applied Arts & Technology/Windsor Youth Employment
245 Janette Ave.
Windsor N9A 4Z2
519-253-4461 YECC, PEP, WEP
OTHER LANGUAGES: French
HOURS: 8:30-4:30

Oxford Youth Employment Service
52 Wellington St. S.
Woodstock N4S 3H6
519-539-5655 FUTURES, YECC
HOURS: 8:30-4:30

WORKPLACE PREPARATION BRANCH
HELP CENTRES SECTION
625 Church St., 6th Flr.
Toronto M4Y 2E8
416-326-5400
Fax 416-327-0018
OTHER LANGUAGES: French
HOURS: 8:00-5:00

Help Centres are not-for-profit community-based agencies that help clients assess their **employment**, **training** and educational opportunities. Help Centres offer clients a variety of pre-employment services including counselling about career and job choices, job search tips and information about different education and training programs. The program purchases employment career counselling on a fiscal year basis from approved not-for-profit community-based agencies that deliver a comprehensive array of pre-employment services to individual and groups (e.g., training brokering, advice on job search techniques and information on education and training programs). Program funds 18 centres.

In April 1997, these programs will be reformed.

WORKPLACE PREPARATION BRANCH
LITERACY AND BASIC SKILLS SECTION
625 Church St., 3rd Flr.
Toronto M4Y 2E8
416-326-5482
416-326-5493 (TTY)
Fax 416-326-5505
OTHER LANGUAGES: French
HOURS: 8:30-5:00

The **Literacy** and Basic Skills Section assists individuals and communities to develop literacy and other basic skills in order to achieve social, cultural and economic goals. This goal is accomplished through policy and program development, consultation, program support, resource provision, and development of support services for literacy providers.

The Ontario Basic Skills/Formation de base de l'Ontario (OBS/FBO) grants program funds to colleges of applied arts and technology for tuition-free, basic skills **training** to adults 25 and over. Basic Skills training includes reading, writing, math, science, basic computer skills, and life skills.

Special Support Allowances (SSA) are available to eligible trainees to cover training-related expenses, such as chld care and transportation.

The Ontario Community Literacy (OCL) grants program funds to English, French, Native, and deaf community agencies to provide literacy services in a non-institutional environment.

The Adult Basic Literacy/Numeracy (ABL/N) grants program funds to school boards to provide training in reading, writing and math to adult whose literacy level is less than grade 10.

Ontario Basic Skills in the Workplace (OBSW) grant funds employers, their non-profit delivery agents and labour unions to provide literacy, language training and other basic skills training to workers.

Literacy Field Development and Support (LFDS) grant funds regional literacy networks, information and referral services, the training of literacy practitioners, a resource centre and clearing houses, desktop publishing, and a communications network/Alphacom to develop and support the literacy field.

Native programs 416-326-5461, Franco-Ontario programs 415-326-5482, and deaf programs 416-326-5472 are delivered at the above main address location. English programs are delivered at regional offices. To find out more about these programs, telephone the Training Hotline 1-800-387-5656.

In April 1997, these programs will be reformed.

Eastern Ontario
1055 Princess St., Ste. 306
Kingston K7L 5T3
613-545-4435 adult literacy grants
Fax 613-545-1204
(West of Victoria County including Kingston and Ottawa)
HOURS: 8:30-4:30

Central Ontario
625 Church St., 3rd Flr.
Toronto M4Y 2E8
416-326-5493 (TTY)
416-326-5472 adult literacy grants
Fax 416-326-5505
(Metro Toronto, Halton & Durham Regions and Simcoe County)
HOURS: 8:30-5:00

Northern Ontario
450 Notre Dame Ave.
Sudbury P3C 5K8
705-688-3030ext37 adult literacy grants
Fax 705-688-3033
(South to Muskoka and Haliburton Counties)
HOURS: 8:30-4:30

Western Ontario
285 Weber St. N.
Waterloo N2J 3H8
519-885-6366 adult literacy grants
Fax 519-571-6047
(Southwestern Ontario, East to Hamilton-Wentworth & Wellington and Dufferin Counties)
OTHER LANGUAGES: French
HOURS: 8:30-4:30

WORKPLACE PREPARATION BRANCH
TRAINING HOTLINE
625 Church St., 1st Flr.
Toronto M4Y 2E8
416-326-5656
1-800-387-5656 (Toll-free)
OTHER LANGUAGES: French

The Training Hotline is the central access point for information on all Ontario government training and employment initiatives including Ministry of Education and Training programs. Information counsellors assess callers' needs and provide guidance, give detailed information and referrals to related programs and services. Their resources also include information on employment training programs offered by other levels of government, as well as community agencies.

WORKPLACE SUPPORT SERVICES BRANCH
625 Church St.
Toronto M4Y 2E8
416-326-5605
Fax 416-326-5606

The Workplace Support Services Branch develops, coordinates, implements, and evaluates apprenticeship and other training leading to certification in skilled occupations; provides expert advice on workplace needs assessment, training plans and human resources development; and works with employers, employees, organizations, communities and economic sectors to help them deal successfully with adjustment situations.

The branch has four units: Apprenticeship and Client Services, Program Development and Standards, Human Resources Planning Services, and Program Support. Field offices are listed under Apprenticeship and Client Services Unit and Human Resources Planning Services Unit.

WORKPLACE SUPPORT SERVICES BRANCH
APPRENTICESHIP AND CLIENT SERVICES UNIT
625 Church St., 5th Flr.
Toronto M7A 2B5
416-326-5605
Fax 416-326-5606
OTHER LANGUAGES: French
HOURS: 8:30-4:30 

The **Apprenticeship** and Client Services Unit administers and ensures compliance with the Trades Qualification and Apprenticeship Act and its regulation, which set standards and conditions of training in regulated trades. Trade **certification** is compulsory for some construction trades, some motive power trades and some service trades. Certification is voluntary for many other regulated trades. The unit is also responsible for a large number of employer-established schedules of training. In addition to administering apprenticeship **examinations** and in-school training purchase arrangements, the unit is responsible for competency **assessment**, development of training standards and materials for apprenticeship and Ontario Modular Training programs.

Training consultants, located in 26 **field offices** throughout Ontario, assist potential and active trainees, employers and labour representatives with their **skills development** needs; and monitor the effectiveness and efficiency of training programs.

Contact the field offices for more information.

Ontario Government Bldg.
114 Worsley St.
Barrie L4M 1M1
705-737-1431
If long distance ask operator for
Zenith 20860 (Toll-free)
Fax 905-737-5684
OTHER LANGUAGES: French
HOURS: 8:30-4:30

Canada Trust Bldg.
1 Bridge St. E., 3rd Flr.
Belleville K8N 5N9
613-968-5558
If long distance ask operator for
Zenith 20860 (Toll-free)
Fax 613-968-2364
HOURS: 8:00-4:00

515 Park Rd. N., Ste. 7
Brantford N3R 7K8
If long distance ask operator for
Zenith 20860 (Toll-free)
519-756-5197
Fax 519-756-0724
OTHER LANGUAGES: French
HOURS: 8:30-4:30

Ontario Government Bldg.
10 Oxford Ave., 3rd Flr.
Brockville K6V 5Y6
If long distance ask operator for
Zenith 20860 (Toll-free)
613-342-5481
Fax 613-342-9299
OTHER LANGUAGES: French
HOURS: 8:00-4:00

St. Clair College (Off Campus)
158 Keil Dr. S.
Chatham N7M 6B7
519-351-2859
Fax 519-354-9615
HOURS: 8:00-4:00

113 Amelia St.
Cornwall K6H 3P1
If long distance ask operator for
Zenith 20860 (Toll-free)
613-938-9702
Fax 613-938-6627
OTHER LANGUAGES: French
HOURS: 8:30-4:30

119 King St. W., 7th Flr.
P. O. Box 2112
Hamilton L8N 3Z9
If long distance ask operator for
Zenith 20860 (Toll-free)
1-800-668-4479 (Toll-free)
905-521-7764
Fax 905-521-7701
OTHER LANGUAGES: French
HOURS: 8:30-4:30

Home Hardware
227 Second St. S., 3rd Flr.
Kenora P9N 1G1
807-468-2879
If long distance ask operator for
Zenith 20860 (Toll-free)
Fax 807-468-2881
HOURS: 8:30-4:30

Ontario Government Bldg.
1055 Princess St., Ste. 306
Kingston K7L 5T3
If long distance ask operator for
Zenith 20860 (Toll-free)
613-545-4338
Fax 613-545-1204
HOURS: 8:30-4:30

217 York St., Ste. 201
London N6A 5P9
519-675-7788
1-800-265-1050 (Toll-free)
If long distance ask operator for
Zenith 20860 (Toll-free)
Fax 519-675-7795
HOURS: 8:30-4:30

The Emerald Centre
10 Kingsbridge Garden Circle, Ste. 610
Mississauga L5R 3K6
905-279-7333
If long distance ask operator for
Zenith 20860 (Toll-free)
Fax 905-279-7332
OTHER LANGUAGES: French
HOURS: 8:30-4:30

Northgate Plaza
1500 Fisher St., 2nd Flr.
North Bay P1B 2H3
If long distance ask operator for
Zenith 20860 (Toll-free)
705-495-8515
Fax 705-495-8517
OTHER LANGUAGES: French
HOURS: 8:30-4:30

1355 Bank St., Ste. 703
Ottawa K1H 8K7
If long distance ask operator for
Zenith 20860 (Toll-free)
613-731-7100
Fax 613-731-4160
OTHER LANGUAGES: French
HOURS: 8:30-4:30

Nor-Towne Plaza
1131 - 2nd Ave. E., Ste. 108
Owen Sound N4K 2J1
519-376-5790
If long distance ask operator for
Zenith 20860 (Toll-free)
Fax 519-376-4843
OTHER LANGUAGES: French
HOURS: 8:30-4:30

169 Lake St., Main Flr.
Pembroke K8A 5L8
613-735-3911
If long distance ask operator for
Zenith 20860 (Toll-free)
Fax 613-735-6452
OTHER LANGUAGES: French
HOURS: 8:30-4:30

Ontario Government Bldg.
306 George St. N., 2nd Flr.
Peterborough K9H 3H2
If long distance ask operator for
Zenith 20860 (Toll-free)
705-745-1918
Fax 705-745-1926
HOURS: 8:00-4:00

1420 Bayly St., Unit 1
Pickering L1W 3R4
905-837-7721
1-800-461-5385 (Toll-free)
Fax 905-837-6726
OTHER LANGUAGES: French
HOURS: 8:30-4:30

1319 Exmouth St., 1st Flr., Ste. 101
Sarnia N7S 3Y1
1-800-363-8453 (Toll-free)
519-542-7705
Fax 519-542-3391
HOURS: 8:30-4:30

Station Tower
421 Bay St., 4th Flr.
Sault Ste. Marie P6A 1X3
705-945-6815/6800
If long distance ask operator for
Zenith 20860 (Toll-free)
Fax 705-945-6818
OTHER LANGUAGES: French, Italian
HOURS: 8:30-4:30

450 Notre Dame Ave.
Sudbury P3C 5K8
If long distance ask operator for
Zenith 20860 (Toll-free)
705-688-3030
Fax 705-688-3033
OTHER LANGUAGES: French
HOURS: 8:30-4:30

Royal Bank Bldg.
3550 Schmon Pkwy., 1st Flr., Unit 3
Thorold L2V 4Y6
905-988-5528
1-800-263-4475 (Toll-free)
Fax 905-988-9250
OTHER LANGUAGES: French
HOURS: 8:30-4:30

Hong Kong Bank of Canada
28 Cumberland St. N., 3rd Flr.
Thunder Bay P7A 4K9
807-345-8888
If long distance ask operator for
Zenith 20860 (Toll-free)
Fax 807-343-7240
HOURS: 8:30-4:30

20 Wilcox St.
Timmins P4N 3K6
705-264-2354
If long distance ask operator for
Zenith 20860 (Toll-free)
Fax 705-264-2975
OTHER LANGUAGES: French
HOURS: 8:30-4:30

Traders Bldg.
625 Church St., 1st Flr.
Toronto M4Y 2E8
416-326-5800
Fax 416-326-5799
OTHER LANGUAGES: French
HOURS: 8:30-4:30

285 Weber St. N.
Waterloo N2J 3H8
519-571-6009
1-800-265-6180 (Toll-free)
Fax 519-571-6047
HOURS: 8:30-4:30

1427 Ouellette Ave., 2nd Flr.
Windsor N8X 1K1
519-973-1441
1-800-663-5609 (Toll-free)
Fax 519-973-1415
OTHER LANGUAGES: French
HOURS: 8:30-4:30

WORKPLACE SUPPORT SERVICES BRANCH
HUMAN RESOURCES PLANNING SERVICES UNIT

Human Resources Planning Services administers and gives direction to the **training** consulting service of the Ontario Skills Development Offices (OSDOs) delivered by Ontario **colleges** of applied arts and technology at 45 locations throughout Ontario. OSDOs provide expert advice on needs assessment, training plan development and human resource development as required by firms, **employers**, unions, associations and sectoral groups. The unit also provides advisory services to organizations and communities to assist workers to adapt to actual or potential loss of work. Services include the delivery of adjustment services to assist displaced workers, and the provision of expertise on adjustment issues to business, workers, communities and organizations in the field of adjustment.

Information on these services is available from the Training Hotline, 1-800-387-5656.

Georgian College Ontario Skills
Development Office
One Georgian Dr.
Barrie L4M 3X9
705-722-1522
Fax 705-722-5130
HOURS: 8:30-4:30

Loyalist College Ontario Skills
Development Office
Wallbridge Loyalist Rd.
P. O. Box 4200
Belleville K8N 5B9
613-966-8121
Fax 613-966-5945
HOURS: 8:30-4:30

Mohawk College Ontario Skills
Development Office
411 Elgin St.
Brantford N3T 5V2
519-758-6015
Fax 519-758-6070
HOURS: 8:30-4:30

St. Lawrence College Ontario Skills
Development Office
2288 Parkdale Ave.
Brockville K6V 5X3
613-345-0556ext3168
Fax 613-345-6950

Humber College Ontario Skills
Development Office
205 Humber College Blvd.
Etobicoke M9W 5L7
416-675-5014ext5042
Fax 416-675-9908

Le College des Grands Lacs Bureau de
consult. en formation profession. de l'Ont
430 York St., 2nd Flr.
Hamilton L8R 3K8
905-529-4431
Fax 905-735-2639
HOURS: 8:00-5:00

Conestoga College Ontario Skills Office
500 Trillium Dr., Unit 17
Kitchener N2R 1E5
519-893-6838
Fax 519-893-6136

Fanshawe College Ontario Skills
Development Office
195 Dufferin Ave., Ste. 700
London N6A 1K7
519-679-3030
Fax 519-679-3034
HOURS: 8:30-4:30

1500 Fisher St.
North Bay P1B 2H3
705-495-8515ext23
Fax 705-495-8517
HOURS: 8:00-5:00

Canadore College Ontario Skills
Development Office
Commerce Court Campus
60 Commerce Court
P. O. Box 5001
North Bay P1B 8K9
705-474-7601ext6415
Fax 705-474-0814

Seneca College Ontario Skills
Development Office
1000 Finch Ave. W., 4th Flr.
North York M3J 2V5
416-491-5050ext4330
Fax 416-665-0109

Sheridan College Ontario Skills
Development Office
Skills Training Centre
407 Iroquois Shore Rd., Rm. A11
Oakville L6H 1M3
905-845-9430ext8010
Fax 905-815-4105
HOURS: 8:30-4:30

Algonquin College Ontario Skills Development Office
200 Elgin St., 10th Flr.
Ottawa K2P 1L5
613-727-4723
Fax 613-727-7725
HOURS: 8:30-4:45

La Cite Collegiale Bureau de consultation en formation professionnelle de l'Ont
801 promenade de l'Aviation
Ottawa K1K 4R3
613-742-2475
Fax 613-742-2479
HOURS: 8:30-4:30

1355 Bank St., Ste. 703
Ottawa K1H 8K7
613-731-7100ext243
Fax 613-731-4160
HOURS: 8:00-5:00

Sir Sandford Fleming Ontario Skills Development Office
743 Monaghan Rd.
Peterborough K9J 5K2
705-743-6134
Fax 705-743-3279
HOURS: 8:30-4:30

306 George St. N.
Peterborough L8R 3J2
705-745-1199
Fax 705-745-1926
HOURS: 8:00-5:00

Lambton College Ontario Skills Development Office
1457 London Rd.
Sarnia N7T 7K4
519-542-7751ext558
Fax 519-332-6583
HOURS: 8:30-4:30

1319 Exmouth St., Ste. 101
Sarnia N7S 3Y1
519-542-7705ext22
1-800-363-8453 (Toll-free)
Fax 519-542-3391
HOURS: 8:00-5:00

Sault College Ontario Skills Development Office
443 Northern Ave.
P. O. Box 60
Sault Ste. Marie P6A 5L3
705-759-2554ext450
Fax 705-759-6284
HOURS: 8:30-4:30

Centennial College Ontario Skills Development Office
1200 Markham Rd., Ste. 313
Scarborough M1H 3C3
416-438-8514
Fax 416-438-8581
HOURS: 8:00-4:30

Northern College Ontario Skills Development Office
Hwy. 101 E.
P. O. Box 3211
South Porcupine P0N 1H0
705-235-3211ext245
Fax 705-235-7279
OTHER LANGUAGES: French
HOURS: 8:30-4:30

Niagara College Ontario Skills Development Office
Glendale Ave.
P. O. Box 20162
Granthan Postal Outlet
St. Catharines L2M 7W7
905-641-2252ext4009
Fax 905-641-2611

Cambrian College Ontario Skills Development Office
65 Evergreen St.
Sudbury P3C 2A9
705-673-7470ext7415
Fax 705-673-0311
HOURS: 8:00-4:00

450 Notre Dame Ave.
Sudbury P3C 5K8
705-688-3030ext39
Fax 705-688-3033
HOURS: 8:00-5:00

Confederation College Ontario Skills Development Office
1450 Nakina Dr.
P. O. Box 398
Thunder Bay P7C 4N1
807-475-6110
Fax 807-623-3175
HOURS: 8:30-4:30

Collge Boréal Bureau de consultation en formation professionnelle de l'Ont
P. O. Box 40
Hwy. 101 E.
Timmins P5N 1J6
705-235-5850
Fax 705-337-5434

Traders Bldg.
625 Church St., 6th Flr.
Toronto M7A 2B5
416-326-5455/1459
Fax 416-327-5445/0018
OTHER LANGUAGES: French
HOURS: 8:00-5:00

George Brown College Ontario Skills Development Office
184 Front St. E., Ste. 801
Toronto M5A 4N3
416-415-2280
Fax 416-415-2304
HOURS: 8:30-4:30

285 Weber St. N., Unit 5
Waterloo N2J 3H8
519-885-0447
519-571-6009
1-800-399-1587 (Toll-free)
Fax 519-571-6047
HOURS: 8:00-5:00

Durham College Ontario Skills Development Office
1610 Champlain Ave.
Whitby L1N 6A7
905-721-3321
Fax 905-721-3339

St. Clair College Ontario Skills Development Office
3600 Rhodes Dr.
Windsor N8W 5A4
519-972-4000ext211
Fax 519-945-7674

WORKPLACE SUPPORT SERVICES BRANCH
PROGRAM DEVELOPMENT AND STANDARDS UNIT
625 Church St., 5th Flr.
Toronto M4Y 2E8
416-326-5605
Fax 416-326-5606

The Program Development and Standards Unit develops long-term, on-the-job apprenticeship training programs which provide individuals with certified competency in traditional skilled occupations such as electrician and plumber, and new occupations, such as child and youth worker; develops short-term, competency-based modular training programs, as required, including occupations regulated by the Ministry of Consumer and Commercial Relations' "Boilers and Pressure Vessels Act;" develops (in partnerships with employers, industry and unions), implements and maintains training materials for both apprenticeship and modular programs; develops Ontario certification examinations (in partnership with college and industry experts); and participates in the development of Interprovincial Standards (Red Seal) examinations.

Most modular training takes place on the job, and trainee competency is assessed by the employer.

Information on these services is available from the Training Hotline, 1-800-387-5656.

WORKPLACE SUPPORT SERVICES BRANCH

PROGRAM DEVELOPMENT AND STANDARDS UNIT
APPRENTICESHIP AND TRADESPERSONS (PROVINCIAL ADVISORY COMMITTEES)
625 Church St., 5th Flr.
Toronto M4Y 2E8
416-326-5605
Fax 416-326-5606
HOURS: 9:00-5:00 

The Advisory Committees include the following:

The Provincial Advisory Committee for the Trade of Air Cooled and Marine Engine Mechanic

The Provincial Advisory Committee for the Trade of Arborist

The Provincial Advisory Committee for the Trade of Auto Body Repairer and Painter

The Provincial Advisory Committee for the Trade of Automatic Service Technician

The Provincial Advisory Committee for the Trade of Baker

The Provincial Advisory Committee for the Trade of Brick and Stone Mason

The Provincial Advisory Committee for the Trade of Construction Boilermaker

The Provincial Advisory Committee for the Trade of Construction Millwright

The Provincial Advisory Committee for the Trade of Cook

The Provincial Advisory Committee for the Trade of Drywall, Acoustic and Lathing Applicator

The Provincial Advisory Committee for the Trade of Electrician

The Provincial Advisory Committee for the Trade of Farm Equipment Mechanic

The Provincial Advisory Committe for the Trade of Floor Covering Installer

The Provincial Advisory Committee for the Trade of General Carpenter

The Provincial Advisory Committee for the Trade of Glazier and Metal Mechanic

The Provincial Advisory Committee for the Trade of Hairstylist

The Provincial Advisory Committee for the Trade of Heavy Duty Equipment Mechanic

The Provincial Advisory Committee for the Trade of Hoisting Engineer

The Provincial Advisory Committee for the Trade of Horticulture

The Provincial Advisory Committee for the Trade of Industrial Mechanic (Millwright)

The Provincial Advisory Committee for the Trade of Industrial Woodworker

The Provincial Advisory Committee for the Trade of Ironworker

The Provincial Advisory Committee for the Trde of Appliance Service Technician

The Provincial Advisory Committee for the Trade of Motor Vehicle Mechanic

The Provincial Advisory Committee for the Trade of Painter and Decorator

The Provincial Advisory Committee for the Trade of Plumber and Steamfitter

The Provincial Advisory Committee for the Trade of Precision Metal Machining and Tooling

The Provincial Advisory Committee for the Trade of Refrigeration and Air Conditioning Mechanic

The Provincial Advisory Committee for the Trade of Reinforcing Rodworker

The Provincial Advisory Committee for the Trade of Roofer

The Provincial Advisory Committee for the Trade of Sheet Metal Worker

The Provincial Advisory Committee for the Trade of Sprinkler and Fire Protection Installer

The Provincial Advisory Committee for the Trade of Taper and Plasterer

The Provincial Advisory Committee for the Trade of Terrazzo, Tile and Marble Craft

The Provincial Advisory Committee for the Trade of Truck and Coach Technician

WORKPLACE SUPPORT SERVICES BRANCH
PROGRAM SUPPORT UNIT
625 Church St., 5th Flr.
Toronto M4Y 2E8
416-326-5605
Fax 416-326-5606

The Program Support Unit coordinates management informaiton, the provincial purchase of apprenticeship training seats, planning and evaluation of Workplace Support Services Branch programs and activities; and the administration of the apprentice and modular records systems.

AGENCIES

ADVISORY COUNCIL ON SPECIAL EDUCATION
Mowat Block
900 Bay St., 8th Flr.
Toronto M7A 1L2
416-325-2729
Fax 416-325-4395
HOURS: 9:00-5:00 

The Advisory Council on Special **Education** helps ensure that the ministry's work in special education is tailored to specific needs of that field. The council represents parents, professionals and school board associations such as the Ontario Association for Community Living, the Learning Disabilities Association of Ontario, the Ontario Association for Bright Children, the Easter Seal Society, the Council for Exceptional Children, the Ontario Council for Administrators of Special Education, Ontario Association of the Deaf, Views for the Visually Impaired, Ontario Association of Children's Mental Health Centres, Ontario Association of Speech-Language Pathologists and Audiologists, the Ontario Advisory Council for Disabled Persons, the Ontario Psychological Association, the Ontario Association of Professional Social Workers, the Ontario Catholic Supervisory Officer's Association, the Ontario Association of Education Administrative Officials, the Ontario Separate School Trustees Association, Association francaise des Conseils Scolaires de l'Ontario, the Association des surintendants franco-ontariens, the Ontario Teacher's Federation and the Ontario Medical Association.

COLLEGE RELATIONS COMMISSION
110 Eglinton Ave. W., Ste. 100
Toronto M4R 1A3
416-922-7679
Fax 416-325-4134
OTHER LANGUAGES: French
HOURS: 8:00-5:00

The College Relations Commission was established in 1975 to oversee **collective bargaining** between the Ontario Council of Regents for **Colleges** of Applied Arts and Technology (CAATs) and the Ontario **Public Service** Employees Union, representing both academic and support staff. The commission monitors and assists in negotiations, supervises staff votes and advises the Lieutenant Governor-in-Council when a strike or lockout is jeopardizing student education. The office administers the Colleges Collective Bargaining Act.

EDUCATION QUALITY AND ACCOUNTABILITY OFFICE
1 Dundas St. W., 25th Flr.
Toronto M5G 1Z3
416-325-2824
Fax 416-325-2956/0831
OTHER LANGUAGES: French

The responsibilities of the Education Quality and Accountability Office are focused on providing, or ensuring the provision of, clear, accurate and relevant information on the quality of education in Ontario; recommending improvement strategies and promoting the best educational practices. This includes implementing a comprehensive program of student assessment within the government-established parameters; advising the Minister of Education and Training on assessment policy, conducting quality reviews; developing a provincial performance indicators system; supporting Ontario's participation in national and international assessment policy initiatives; reporting to the Minister, public and education community on system-quality issues, supporting research and strategies for enhancing learning for all students.

EDUCATION RELATIONS COMMISSION
Eglinton Ave. W., Ste. 100
Toronto M4R 1A3
416-922-7679
Fax 416-325-4134
OTHER LANGUAGES: French
HOURS: 8:00-5:00

The Education Relations Commission (ERC) was established in 1975 to administer the **collective bargaining** process and further harmonious relations between **teachers** and school boards. Activities include monitoring and assisting negotiations, supervising voting by teachers, providing a common database for collective bargaining and advising the Lieutenant Governor-in-Council when a strike or a lockout will jeopardize students' education.

LANGUAGES OF INSTRUCTION COMMISSION OF ONTARIO
56 Wellesley St. W., 10th Flr.
Toronto M7A 2B6
416-314-3500
Fax 416-314-3502
OTHER LANGUAGES: French
HOURS: 8:00-4:00

The Languages of Instruction Commission of Ontario was established to help resolve disputes over the provision of **education** programs in the language of a French or English minority group. The commission intercedes in conflicts between school boards and their language advisory committees, and groups of ratepayers.

ONTARIO COUNCIL ON UNIVERSITY AFFAIRS
56 Wellesley St. W., 10th Flr.
Toronto M7A 2B7
416-314-6969
Fax 416-314-6982
OTHER LANGUAGES: French
HOURS: 8:30-5:00

Established by and Order-in-Council in 1974, the Ontario Council on University Affairs (**OCUA**) advises the Minister of Education and Training and the Lieutenant Governor-in-Council on funding requirements, allocation of funds, graduate and undergraduate professional program approvals, Ontario Graduate Scholarship funding and any other matters pertaining to the university system. OCUA acts as an intermediary between the provincial government and the 22 provincially assisted **universities** and related institutions, the Ontario College of Art and the Ontario Institute for Studies in Education. The council is composed of a full-time chair, a part-time vice-chair and 19 members who serve on a part-time basis. A small staff supports the work of the council.

ONTARIO COUNCIL OF REGENTS FOR COLLEGES OF APPLIED ARTS AND TECHNOLOGY (CAATS)
790 Bay St., Ste. 1103
Toronto M5G 1N8
416-325-1780
Fax 416-325-1792
HOURS: 8:30-4:45

The Ontario Council of Regents for **Colleges** of Applied Arts and Technology is a provincial agency established under the Ministry of Colleges and Universities Act.

The council has three roles. First, strategic policy advice to the Minister of Education and Training to promote and encourage the effectiveness of Ontario's 25 colleges of applied arts and technology. Second, the overall quality of governance of the colleges, including council's authority to appoint the members of individual college boards. Third, the counci, through the Colleges' **Collective Bargaining** Act, is the employers' agent for collective bargaining.

ONTARIO GRADUATE SCHOLARSHIP PROGRAM - SELECTION BOARD
189 Red River Rd.
P. O. Box 4500
Thunder Bay P7B 6G9
807-343-7395
Fax 807-343-7278
HOURS: 8:30-4:45

The Ontario Graduate Scholarship - Selection Board provides advice and recommendations to the Minister of Education and Training concerning the policies and administration of the Ontario Graduate Scholarship program and selects successful candidates for funding under the program.

ONTARIO PARENT COUNCIL
56 Wellesley St. W., 16th Flr.
Toronto M7A 2B7
1-800-361-0425 (Toll-free)
416-314-0426
Fax 416-314-0425
Internet: opc
HOURS: 8:30-4:45

The Ontario Parent Council is an 18 member council created in 1993. The council's mandate is to give advice on elementary/secondary policy and program issues to the Minister of Education and Training and to promote parental involvement in the education system. The composition of the council reflects the geographic realities of Ontario and the diversity of its population. To be disbanded on June 30, 1997.

ONTARIO STUDENT ASSISTANCE APPEAL BOARD
189 Red River Rd., 4th Flr.
Thunder Bay P7B 6G9
807-343-7260
Fax 807-343-7278
HOURS: 8:30-4:45

The Ontario Student Assistance Appeal Board advises the Minister of Education and Training, universities on financial assistance given to the Ontario Student Assistance Program applicants.

PRIVATE VOCATIONAL SCHOOL REVIEW BOARD
Macdonald Block
900 Bay St., 2nd Flr., Rm. M2-56
Toronto M7A 1L2
416-325-0500
Fax 416-314-0499
HOURS: 8:30-4:30

The Private Vocational School Review Board conducts hearings under the Private Vocational Schools Act, as required, concerning the granting, renewal, revocation or suspension of school registrations.

PROVINCIAL SCHOOLS AUTHORITY
Mowat Block
900 Bay St., 8th Flr.
Toronto M7A 1L2
416-325-2112
416-327-1201 (TTY)
Fax 416-327-4361
HOURS: 8:30-4:30

The Provincial **Schools** Authority (PSA) was established in 1975 under the Provincial Schools Negotiations Act. The Act created a bargaining unit of all **teachers** employed in provincially operated schools. The PSA negotiates a collective agreement with the

Federation of Provincial School Authority Teachers (FOPSAT) on behalf of the ministries of Education and Training, Health, and Solicitor General and Correctional Services. The PSA is the employer of record and handles grievance administration.

SPECIAL EDUCATION TRIBUNALS - (EGLISH/FRENCH) (ONTARIO)
Mowat Block
900 Bay St., 8th Flr.
Toronto M7A 1L2
416-325-2723
Fax 416-325-4395
HOURS: 9:00-5:00

The Special **Education** Tribunals provide a final avenue of appeal for parents who disagree with recommendations of the Identification, Placement and Review Committee (IPRC), for either the identification of a pupil as an exceptional pupil or the placement of an exceptional pupil.

ACTS

The Ministry of Education and Training is responsible for the Acts listed below.

An Act Respecting Queen's College at Kingston, 1874, as amended
Brock University Act, 1964
Carleton University Act, 1952
Colleges Collective Bargaining Act
Degree Granting Act
Development Charges Act, Part III
Education Act
Essex County French-language Secondary School Act, 1977
Lake Superior Board of Education Act, 1976
Lakehead University Act, 1965
Laurentian University of Sudbury Act, 1960
McMaster University, 1976
Metropolitan Separate School Board Act, 1953
Ministry of Colleges and Universities Act
Municipal and School Board Payments Adjustment Act
Nipissing University Act
Ontario College of Art Act, 1968-69
Ontario Institute for Studies in Education Act
Ontario School Trustees' Council Act
Ontario Training and Adjustment Board Act, 1993
Ontario Youth Employment Act
Ottawa-Carleton French-Language School Board Act
Private Vocational Schools Act
Provincial Schools Negotiations Act
Queen's College at Kingston, 1874
School Boards and Teachers Collective Negotiations Act
School Trust Conveyances Act

Teachers Pension Act
Teaching Profession Act
Trades Qualification Act
Trent University Act, 1962-63
University Foundations Act, 1992
University of Guelph Act, 1964
University of Ottawa Act, 1965
University of Toronto Act, 1971
University of Waterloo act, 1972
University of Western Ontario Act, 1982
University of Windsor Act, 1962-63
Wilfrid Laurier University Act, 1973
York University Act, 1965

MINISTRY OF ENVIRONMENT AND ENERGY

135 St. Clair Ave. West
Toronto M4V 1P5
416-325-4000

The ministry's mandate is to protect and enhance the quality of the environment for the present and future well-being of the people of Ontario and to ensure access to affordable energy that is environmentally safe and sound.

The ministry is responsible for developing programs and policies that protect air, water and land, encouraging green industry and technologies, and promoting energy efficiency.

Approximately six boards and agencies report to the Minister of Environment and Energy.

Please call the Public Information Centre, Communications Branch, for information on ministry programs and publications: Toll-free 1-800-565-4923 or (416) 325-4000. Internet address: http://www.ene.gov.on.ca/

Please note that Acts and regulations are obtained only through Publications Ontario.

DEPUTY MINISTER'S OFFICE

COMMUNICATIONS BRANCH
135 St. Clair Ave. W., 2nd Flr.
Toronto M4V 1P5
416-323-4663
Fax 416-323-4643
OTHER LANGUAGES: French
HOURS: 8:30-4:45

The Communications Branch provides information on ministry policies and programs to the general public and targeted audiences. Branch staff develop the ministry's corporate communications strategies, produce written and graphic communications materials and respond directly to enquiries from the general public and the media. The branch operates the ministry's Public Information Centre. Information on the ministry's programs and publications may be obtained by calling toll-free 1-800-565-4923 or (416) 325-4000. Internet address: http://www.ene.gov.on.ca/

CORPORATE SECRETARIAT
135 St. Clair Ave. W., 4th Flr.
Toronto M4V 1P5
416-323-4282
Fax 416-323-4276
HOURS: 8:15-4:30

The Corporate Secretariat coordinates the provision of accurate and timely information and briefing material to the Deputy Minister, Minister and the Minister's office. It also performs a coordinating function between the ministry and government central agencies, including Cabinet Office. It prepares and coordinates responses to all letters addressed to the Minister. It is also responsible for liaison between the ministry and the Office of the Ombudsman of Ontario.

LEGAL SERVICES BRANCH
135 St. Clair Ave. W., 10th Flr.
Toronto M4V 1P5
416-323-4522
Fax 416-314-4310
OTHER LANGUAGES: French
HOURS: 8:30-5:00

The Legal Services Branch provides legal advice, services and representation to the Ministry. These activities include counselling the ministry on the interpretation of statutes and regulations, the preparation and review of proposed legislation, regulations and other legal documents, conducting prosecutions under provincial environmental legislation, representing the ministry before environmental, land-use planning and energy tribunals and providing a wide range of solicitors' services, including drafting of contracts and settling of claims. The branch is part of the Ministry of the Attorney General.

CONSERVATION AND PREVENTION DIVISION

135 St. Clair Ave. W., 14th Flr.
Toronto M4V 1PS
416-323-4320
Fax 416-323-4481
OTHER LANGUAGES: French
HOURS: 8:30-4:45

The Conservation and Prevention Division works in partnership with stakeholders throughout the province on strategies that promote resource conservation and pollution prevention by changing consumption and production activities. The division's program staff work with industries, municipalities and organizations to encourage activities and new technologies that reduce waste and the use of water, energy and other resources. The division is also responsible for programs that facilitate environmentally sensitive decision-making in land use and economic development issues through effective planning and environmental assessment.

ENVIRONMENTAL ASSESSMENT BRANCH
250 Davisville Ave., 5th Flr.
Toronto M4S 1H2
416-440-3450
Fax 416-440-3771
OTHER LANGUAGES: French
HOURS: 8:30-4:30

The Environmental Assessment Branch administers the Environmental Assessment Act and its regulations. Organizations subject to the Act are municipalities, provincial ministries and agencies and conservation authorities. In addition, private sector activities may become subject to the Act through designation by the Minister and Cabinet. The Minister of Environment and Energy is required to make decisions on the following types of submissions: individual environmental assessments, class environmental assessments, requests for exemption and designation under the Act and bump-up requests related to class environmental assessment undertakings. The branch coordinates the review of each of the above submissions to inform and advise decision-makers, proponents (those

proposing an undertaking) and the public, as necessary. This office provides advice on the requirements of the Environmental Assessment Act, the status of guidelines to provide direction and clarity for those involved in environmental assessment. Public records are maintained in the branch for undertakings submitted for review and are made available to the public. These records include individual environmental assessment documents and the related review of these documents.

ENVIRONMENTAL PLANNING AND ANALYSIS BRANCH
40 St. Clair Ave. West, 10th Flr.
Toronto M4V 1M2
416-314-7111 General Inquiry
Fax 416-314-0444
OTHER LANGUAGES: French, Ukranian, Greek & Chinese
HOURS: 8:30-4:30

The major activities and priorities of the Environmental Planning and Analysis Branch include: the development and promotion of strategies for environmental management and conservation; development of policy for environmental planning, stewardship, conservation and **pollution** prevention; coordination of the ministry review of environment assessments; fulfulling the mandated provincial government commitment with regard to the Niagara Escarpment Program; promoting and implementing environmental planning initiatives; undertaking partnerships and joint initiatives with people having an interest in an enterprise to advance an ecosystem approach for environmental protection. Under the Municipal Assistance Program (MAP) section of the branch, we develop, deliver and manage all elements of the ministry's capital funding programs for municipal water and sewage infrastructure projects which protect the environment and the public health.

This branch links with the private sector, municipalities and provincial agencies to promote sound environmental planning in Ontario.

GREEN INDUSTRY OFFICE
135 St. Clair Ave. W., 5th Flr.
Toronto M4V 1P5
416-323-4578
Fax 416-323-4436
OTHER LANGUAGES: French
HOURS: 8:30-5:00

The mandate of the Green **Industry** Office is to promote the growth of domestic and international markets for Ontario's **environment** industry sector.

Staff offer a wide range of services, including up-to-date information on Ontario's environment sector and key market influences, **business** planning advice and export market development activities, to assist Ontario-based companies offering products, services and technologies that prevent pollution, protect or clean up the environment.

For example, we provide one-window access to information on government policies, regulations and programs affecting environment industries.

Our business development services focus on business planning, financing, marketing and referral.

We host incoming delegations, lead trade missions and offer workshops for companies to learn about overseas projects supported by international financing organizations.

INDUSTRY CONSERVATION BRANCH
2 St. Clair Ave. West, 14th Flr
Toronto M4V 1L5
416-327-1449
Fax 416-327-1261
OTHER LANGUAGES: French
HOURS: 8:30-4:45

Industry Conservation Branch works with Ontario industry to encourage non-regulatory voluntary action in the private sector. In support of the goal of a safe and secure environment, and in recognition that the responsibility for better environmental management by the private sector is to be driven by the marketplace, the mission of the Branch is to: reinforce increased private sector leadership for environmental management by providing expert advice, support tools and other assistance to help Ontario industries to conserve energy, water and other resources, and reduce waste and greenhouse gas emissions beyond regulatory levels; and support technology innovation which helps industry to green its process operations; and encourage the growth of environmental industries in the province.

The branch shares lessons and benchmarks in resource conservation and pollution prevention, develops resource conservation sector guides and training materials for industrial use, supports environmental technology development and application, develops energy efficiency codes and standards, administers the Energy Efficiency Act and hosts the Environment and Energy Conference of Ontario.

WASTE REDUCTION BRANCH
40 St. Clair Ave. W., 7th Flr.
Toronto M4V 1M2
416-325-4440
Fax 416-314-9411 (6th Flr.)
Fax 416-325-4437 (7th Flr.)
OTHER LANGUAGES: French
HOURS: 8:00-5:00

The **Waste** Reduction Branch promotes the development of safe, effective, financially sustainable 3Rs (reduction, reuse and recycling) and disposal systems in Ontario for hazardous waste and municipal solid waste, including industrial site decommissioning.

CORPORATE MANAGEMENT DIVISION

135 St. Clair Ave. W., 15th Flr.
Toronto M4V 1P5
416-323-4382
Fax 416-323-4645
HOURS: 8:30-4:45

The Corporate Management Division enables the efficient delivery of ministry programs. The division is responsible for ensuring ministry compliance with the provincial government's regulatory and policy framework relating to human resources, financial and procurement management, audit, freedom of information, French language services, information services and budgetary control. It supports protection of the environment by ensuring effective and sensitive use of staff and efficient use of financial and information resources as the foundation for ministry programs.

FINANCE AND ADMINISTRATION BRANCH

40 St. Clair Ave. W., 8th Flr.
Toronto M4V 1M2
416-314-4070
Fax 416-325-6362
HOURS: 8:15-4:30

The Finance and Administration Branch provides financial management and controllership functions for delivery of the ministry's environmental programs. It is responsible for corporate services in assets, facilities, procurement, recorded information management, freedom of information, payable/receivables, print and mail services.

FISCAL PLANNING AND INFORMATION MANAGEMENT BRANCH

135 St. Clair Ave. W., 11th Flr.
Toronto M4V 1P5
416-323-4554
Fax 416-323-4322
HOURS: 8:15-4:30

The Fiscal Planning and Information Management Branch supports the ministry by providing a full range of budgetary, business planning and resource management services. It also coordinates the development of corporate information management objectives and policy, and provides liaison services with the ministry's agencies, boards and committees.

FRENCH SERVICES OFFICE
135 St. Clair Ave. W., 7th Flr.
Toronto M4V 1P5
416-323-4594
Fax 416-323-4426
OTHER LANGUAGES: French
HOURS: 8:15-4:30

This office provides guidance and assistance to the ministry and its agencies on the planning and effective delivery of programs, activities and services in French and serves as a link between the francophone community and the ministry.

The French Services Office also provides translation services, ensures the use of standardized environmental terminology in French and publishes a bilingual lexicon.

HUMAN RESOURCES BRANCH
40 St. Clair Ave. W., 5th Flr.
Toronto M4V 1M2
416-314-9300
416-314-9336 (TTY)
Fax 416-314-9313
OTHER LANGUAGES: French
HOURS: 8:15-5:00

The Human Resources Branch provides a full range of services and advice to line managers and employees in all matters relating to human resources management. These services include: establishing ministry human resource policies and procedures, implementing new initiatives to meet workplace quality goals, organizational design and performance management. The branch coordinates equal opportunity, accommodation and the Workplace Discrimination and Harassment Prevention Program, as well as Employee Identification and Service Recognition Programs. It ensures appropriate classification and compensation levels for all employees, provides staff recruitment, redeployment, employee counselling, labour relations and occupational health and safety. The branch operates a Career Transition Centre and offers career counselling, training and development for all employees with emphasis on those in transition. The branch is also responsible for the administration of employee pay and benefits and benefits couselling, youth and special employment programs.

The Training, Development and **Certification** Section develops, coordinates and presents training courses on human resources, management, technical and environmental topics; and oversees certification programs related to drinking water and wastewater operations.

MANAGEMENT AUDIT BRANCH
40 St. Clair Ave. W., 5th Flr.
Toronto M4V 1M2
416-314-9200
Fax 416-314-9220
HOURS: 9:00-4:30

The Management Audit Branch is responsible for carrying out a comprehensive program of internal audits by examining and evaluating financial and management controls within the ministry.

ENVIRONMENTAL SCIENCES AND STANDARDS DIVISION

135 St. Clair Ave. W., 14th Flr.
Toronto M4V 1P5
416-323-4395
Fax 416-323-4396
OTHER LANGUAGES: French
HOURS: 8:15-4:30

The Environmental Sciences and Standards Division is responsible for ensuring that the ministry has the best available scientific and technological information for all the programs and policies developed to address priority issues. The division is also responsible for development of standards, analytical services and monitoring of ambient air and water quality to ensure protection of health and the environment.

This division provides these services through its five branches: Science and Technology, Environmental Monitoring and Reporting, Program Development, Standards Development and Laboratory Services.

The Environmental Bill of Rights Coordination Office is also part of this division and is responsible for the Bill's implementation.

ENVIRONMENTAL BILL OF RIGHTS OFFICE
2 St. Clair Ave. W., 14th Flr.
Toronto M4V 1L5
416-323-5173
Fax 416-323-5031
HOURS: 8:30-4:30

The Environmental Bill of Rights Office ensures, on behalf of the ministry, the compliance with the legal requirements of the EBR and manages, on behalf of government, the Environmental Registry, which acts as the principle tool to ensure the public's right to participate in government decision-making. Activities include: facilitating and improving information sharing with the public through the management and enhancement of the Environmental Registry; providing coordination, support and advice to MOEE staff, staff of other prescribed ministries, the Environmental Commissioner of Ontario and public/stakeholder groups; facilitating communications and training to internal/external agencies; and

identifying and implementing streamlining and procedural improvements to the EBR including access to enhanced information using web technology and regulatory/legislative changes.

ENVIRONMENTAL MONITORING AND REPORTING BRANCH
West Wing
125 Resources Rd.
Etobicoke M9P 3V6
416-235-6300
Fax 416-235-6235
HOURS: 8:30-4:30 

The Environmental Monitoring and Reporting Branch provides environmental information province-wide through a multimedia monitoring network. It also coordinates data management, systems and the preparation of reports for the Environmental Sciences and Standards Division.

Environmental Information and Systems
Section
40 St. Clair Ave. W., 12th Flr.
Toronto M4V 1M2
416-314-4177
Fax 416-314-7880
HOURS: 8:30-4:30 

LABORATORY SERVICES BRANCH
125 Resources Rd.
Etobicoke M9P 3V6
416-235-5743
Fax 416-235-5744
HOURS: 8:15-4:30 

The Laboratory Services Branch provides analytical support for the ministry's environmental assessments and environmental regulatory programs. It participates in planning programs, assists in data interpretation, updates analytical methods and develops procedures for measuring new environmental pollutants. The branch participates in environmental **research** projects, studying the interaction of atmospheric and aquatic pollutants with the environment and its effect on human **health**. The technical library, located on Resources Road (416-235-5751), is open from 8:00 a.m. to 4:00 p.m., Monday to Friday. It provides technical information on environment-related matters to ministry staff and members of the public, and consists of textbooks, journals and ministry documents. A field laboratory supporting ministry programs is maintained in Dorset. The field office is listed in an individual entry.

Dorset Field Laboratory
Bellwood Acres Rd.
P. O. Box 39
Dorset P0A 1E0
705-766-2412
Fax 705-766-2254
HOURS: 8:15-4:30

PROGRAM DEVELOPMENT BRANCH
40 St. Clair Ave. W., 14th Flr.
Toronto M4V 1M2
416-314-4140
1-800-268-4483 (Toll-free)
416-314-7959 (French)
Fax 416-314-4128
OTHER LANGUAGES: French
HOURS: 9:00-4:30

The Program Development Branch develops new, and reviews existing, environmental programs, policies and regulations, and gives priority to the areas posing the greatest risks to health and the environment. The branch is responsible for programs in the following environmental sectors: transportation, urban, rural and industrial, alternative regulation strategies, and pollution prevention/management. Initiatives are coordinated by the branch to reduce transportation related pollutants and industrial discharges; develop and review regulations, especially concerning the Great Lakes international environmental agreements. The Pollution Prevention Office(PPO), located in the branch, promotes and develops principles, policies and programs that enhance pollution prevention initiatives in Ontario through voluntary partnerships, incentive programs, and educational tools and training.

SCIENCE AND TECHNOLOGY BRANCH
2 St. Clair Ave. West, 12A Flr.
Toronto M4V 1L5
416-323-5200
Fax 416-323-5031
OTHER LANGUAGES: French
HOURS: 8:30-4:30

The work of the Science and Technology Branch is focused on: scientific research; investigation and ecosystem science technology development; and client service and support.

It is based on recognized expertise and knowledge in a wide range of disciplines, covering all environmental media, and is realized in the provision of scientific study analysis and advice; and the development, adaptation, demonstration and performance assessment of new and emerging environmental technologies in supporting and providing service to a range of clients both within and outside the ministry.

STANDARDS DEVELOPMENT BRANCH
Yonge-Delisle Development
2 St. Clair Ave. W., 12th Flr.
Toronto M4V 1L5
416-323-5095
Fax 416-323-5166
OTHER LANGUAGES: French
HOURS: 8:15-4:30

The Standards Development Branch assesses the significance of environmental contaminants and establishes standards for their control. It also carries out industrial effluent toxicity testing and assesses the effects of toxic substances and effluents on aquatic organisms. The branch plays a lead role in ensuring that the terrestrial ecosystems of Ontario are protected from the effects of air-borne and soil-borne contaminants. In addition, the branch oversees the administration of the Pesticides Act and Regulation 914, thus ensuring the safe and effective use of pesticide products in Ontario. The branch provides technical support to the pesticides control program and to the Ontario Pesticides Advisory Committee.

OPERATIONS DIVISION

135 St. Clair Ave. W., 14th Flr.
Toronto M4V 1P5
416-323-4380
Fax 416-323-4615
Fax 416-323-4501
OTHER LANGUAGES: French
HOURS: 8:15-4:30

The Operations Division is the operations and program delivery arm of the ministry. It is responsible for delivering programs to protect air quality, to protect surface and ground water quality and quantity, to manage the disposal of wastes, to ensure an adequate quality of drinking water and to control the use of pesticides. In addition, the division is responsible for administering the ministry's approvals and licensing programs as well as an investigative and enforcement program to ensure compliance with environmental laws. The division has a province-wide network of regional, district and sub-offices; as well, it includes the Approvals Branch, Spills Action Centre and Investigations and Enforcement Branch.

APPROVALS BRANCH
250 Davisville Ave., 3rd Flr.
Toronto M4S 1H2
416-440-3713
1-800-461-6290 (Toll-free) Ontario
Fax 416-440-6973
OTHER LANGUAGES: French
HOURS: 8:30-4:30

The Approvals Branch, under the Ontario Water Resources Act and the Environmental Protection Act, reviews and approves applications for new or modified waste, water and sewage facilities or facilities which may emit a contaminant, including noise, to the air. It

administers licence issuing-functions relating to pesticides and septic system haulers and installers, and provides technical advice and guidance to agencies delivering the sub-surface sewage disposal program in Ontario.

INVESTIGATIONS AND ENFORCEMENT BRANCH
250 Davisville Ave., 5th Flr.
Toronto M4S 1H2
416-440-3510
Fax 416-440-3539
HOURS: 8:15-4:30

The Investigations and Enforcement Branch is responsible for all aspects of environmental enforcement within the ministry. This includes the enforcement of the Environmental Protection Act, Ontario Water Resources Act, Environmental Assessment Act, Niagara Escarpment Planning Act and Pesticides Act. The branch complements the abatement and control activities of the Regional Operations Division through effective investigation and enforcement activity.

West Central Region
119 King St. W., 9th Flr.
P. O. Box 2112
Hamilton L8P 4Y7
905-521-7660
Fax 905-521-7181
HOURS: 8:15-4:30

Eastern Region
133 Dalton St.
P. O. Box 820
Kingston K7L 4X6
613-546-1705
Fax 613-546-0020
HOURS: 8:15-4:30

Southwest Region
985 Adelaide St. S.
London N6E 1V3
519-661-2200
Fax 519-661-1742
HOURS: 8:15-4:30

Central Region
5775 Yonge St., 8th Flr.
North York M2M 4J1
416-326-1740
Fax 416-325-6356
HOURS: 8:15-4:30

Sudbury Office
199 Larch St., 11th Flr.
Sudbury P3E 5P9
705-675-4501
Fax 705-675-4512
HOURS: 8:15-4:30

Northern Region
435 James St. S., 3rd Flr.
P. O. Box 5000
Thunder Bay P7C 5G6
807-475-1545
Fax 807-475-1777
HOURS: 8:15-4:30

REGIONAL/DISTRICT OFFICES

The Regional/District Offices are responsible for delivering programs to protect **air** quality, surface and ground **water** quality and quantity; managing the disposal of wastes; ensuring an adequate quality of drinking water and controlling the use of **pesticides**.

CENTRAL REGION

York-Durham District Office
230 Westney Road South
Ajax L1S 7J5
905-427-5600
Fax 905-427-5602
HOURS: 8:15-4.30

Halton-Peel District Office
1182 North Shore Blvd. East, 1st Flr
Burlington L7R 3Z9
905-736-4150
Fax 905-637-4175
HOURS: 8:15-4:30

Regional, Toronto District, &
York-Durham District
5775 Yonge St., 8th Flr.
North York M2M 4J1
416-326-6000
Fax 416-325-6345
HOURS: 8:15-4:30

EASTERN REGION

Belleville Sub-Office
Belleville Plaza
470 Dundas St. E.
Belleville K8N 1G1
613-962-9208
Fax 613-962-6809
HOURS: 8:15-4:30

Cornwall District Office
113 Amelia St., 2nd Flr
Cornwall K6H 3P1
613-933-7402
Fax 613-933-6402
OTHER LANGUAGES: French
HOURS: 8:15-4:30

Regional & Kingston District Office
133 Dalton Ave.
P. O. Box 820
Kingston K7L 4X6
613-549-4000
Fax 613-548-6908
HOURS: 8:15-4:30

Ottawa District Office
2435 Holly Lane
Ottawa K1V 7P2
613-521-3450
Fax 613-521-5437
OTHER LANGUAGES: French
HOURS: 8:15-4:30

Pembroke Sub-Office
400A Pembroke St.
Pembroke K8B 3K8
613-732-3643
Fax 613-732-2668
OTHER LANGUAGES: French
HOURS: 8:15-4:00

Peterborough District Office
1477 Lansdowne St. W.
Peterborough K9J 7M3
705-743-2972
Fax 705-748-4192
OTHER LANGUAGES: French
HOURS: 8:15-4:30

NORTHERN ONTARIO REGION

Muskoka-Haliburton District Office
483 Bethune Dr.
Gravenhurst P1P 1B8
705-687-6647
1-800-609-5556 (Toll-free) (Toll Free in area code 705)
Fax 705-687-3715
OTHER LANGUAGES: French
HOURS: 8:15-4:30

Kenora District Office
808 Robertson St.
P. O. Box 5150
Kenora P9N 1X9
807-468-2718
1-888-367-7622 (Toll Free in area code 807)
Fax 807-468-2735
HOURS: 8:15-4:30

North Bay District Office
Northgate Plaza
1500 Fisher St.
North Bay P1B 2H3
705-476-1001
1-800-609-5553 (Toll Free in area code 705)
Fax 705-476-0207
OTHER LANGUAGES: French
HOURS: 8:15-4:30

Sault Ste. Marie District Office
747 Queen St. E.
Sault Ste. Marie P6A 2A8
705-949-4640
1-800-965-9990 (Toll Free in area codes 705 and 807)
Fax 705-945-6868
OTHER LANGUAGES: French
HOURS: 8:15-4:30

Sudbury District Office
199 Larch St., 11th Flr., Ste. 1101
Sudbury P3E 5P9
705-670-3237
1-800-890-8516 (Toll Free in area codes 705 and 807)
Fax 705-675-4180
OTHER LANGUAGES: French
HOURS: 8:15-4:30

Regional & Thunder Bay District Office
435 James St. S., Ste. 331
Thunder Bay P7E 6E3
807-475-1205 Regional Office
807-475-1315 District Office
1-800-875-7772 (Toll Free in area codes 705 and 807)
Fax 807-475-1754
OTHER LANGUAGES: French
HOURS: 8:15-4:30

Timmins District Office
83 Algonquin Blvd. W.
Timmins P4N 2R4
705-268-3222
1-800-380-6615 (Toll Free in area code 705)
Fax 705-264-7336
OTHER LANGUAGES: French
HOURS: 8:15-4:30

SOUTHWESTERN REGION

Barrie District Office
54 Cedar Point Dr., Unit 1203
Barrie L4N 5R7
705-726-1730
Fax 705-726-1500
OTHER LANGUAGES: French
HOURS: 8:15-4:30

Regional & London District Office
985 Adelaide St. S.
London N6E 1V3
519-661-2200
Fax 519-661-1742
OTHER LANGUAGES: French
HOURS: 8:15-4:30

Owen Sound District Office
1180-20th St. E.
P. O. Box 967
Owen Sound N4K 6H6
519-371-2901
Fax 519-371-2905
HOURS: 8:15-4:30

Sarnia District Office
1094 London Rd.
Sarnia N7S 1P1
519-336-4030
Fax 519-336-4280
OTHER LANGUAGES: French
HOURS: 8:15-4:30

Windsor District Office
250 Windsor Ave., 6th Flr.
Windsor N9A 6V9
519-254-2546
Fax 519-254-5894
OTHER LANGUAGES: French
HOURS: 8:15-4:30

WEST-CENTRAL REGION

Cambridge District Office
320 Pinebush Rd.
P. O. Box 219
Cambridge N1R 5T8
519-622-8150
Fax 519-740-5978
HOURS: 8:15-4:30

Regional & Hamilton District Office
Ontario Government Bldg.
119 King St. W.
Hamilton L8P 4Y7
905-521-7640
Fax 905-521-7820
OTHER LANGUAGES: French
HOURS: 8:15-4:30

Welland District Office (as of December 1996)
301 St. Paul St., 9th Flr
St. Catharines L2R 7R4

Welland District Office (moving to new address in December 1996)
637-641 Niagara St. N.
Welland L3C 1L9
905-732-0816
Fax 905-685-2658
OTHER LANGUAGES: French
HOURS: 8:15-4:30

SPILLS ACTION CENTRE
5775 Yonge St., 10th Flr.
North York M2M 4J1
416-325-3000
1-800-268-6060 (Toll-free)
Fax 416-325-3011
OTHER LANGUAGES: French
HOURS: 24 hours

The **Spills** Action Centre, staffed on a 24-hour basis, receives and records province-wide reports of spills and coordinates appropriate response actions. The centre also deals with other urgent environmental matters after regular office hours and receives reports of after-hours occurrences for a number of other provincial ministries.

The Contingency Planning Office promotes planning by industries, municipalities, and federal and provincial agencies to control **pollution** caused by spills of **contaminants**. The office also provides guidance pertaining to Part X (Spills Bill) of the Environmental Protection Act.

POLICY DIVISION

135 St. Clair Ave. W., 14th Flr.
Toronto M4V 1P5
416-323-4255
Fax 416-323-4410
OTHER LANGUAGES: French
HOURS: 8:30-4:45

The Policy Division provides a structure to identify strategic issues, to coordinate policy development and to coordinate and integrate action by the ministry and other governments, nationally and internationally.

ECONOMIC SERVICES BRANCH
135 St. Clair Ave. W., 7th Flr.
Toronto M4V 1P5
416-323-5934
Fax 416-323-5881
OTHER LANGUAGES: French
HOURS: 9:00-4:30

The Economic Services Branch develops and applies economic tools and principles to environmental and energy regulatory and policy issues. It undertakes strategic economic analyses and evaluations of proposed and existing policies and programs, and provides advice regarding the economic consequences of policies and programs. The branch also maintains expertise on the use of economic instruments (emissions trading, charges) as an environmental management tool and provides advice on the use and implementation of economic instruments. The Branch also provides financial and economic analyses related to the energy industry and market structures.

ELECTRICITY POLICY BRANCH
135 St. Clair Ave. W., 6th Flr.
Toronto M4V 1P5
416-323-5678
Electricity Operations and Planning
Fax 416-323-5661
HOURS: 8:15-4:30

The Electricity Policy Branch provides analysis and advice on the generation and pricing of electricity, and its distribution by Ontario Hydro, municipal utilities and the private sector. The branch is also responsible for advice on the regulation of energy markets and managing the government's relationship with Ontario Hydro and the Ontario Energy Board. The branch provides advice on environmental, economic, social, technical and financial matters related to **electrical** energy. The branch is responsible for overseeing and coordinating policy options for the future restructuring of Ontario Hydro and the provincial electricity system.

ENERGY CONSERVATION AND LIAISON BRANCH
135 St. Clair Ave. W., 6th Flr.
Toronto M4V 1P5
416-323-5638 Oil & Gas; Conservation & Renewables
Fax 416-323-5636
OTHER LANGUAGES: French
HOURS: 8:30-4:45 

The Energy Conservation and Liaison Branch provides analysis, advice and policy coordination on issues relating to the supply, distribution and pricing of **natural gas**, crude **oil**, **petroleum** products, **petrochemicals** and alternate transportation fuels; the conservation of energy and the greater use of renewable energy resources.

The branch represents Ontario's oil and gas interests in hearings before the National Energy Board; provides the ministry's main liaison with the Ontario Energy Board, the oil, gas and renewable energy industries and their associations as well as energy consumers and their associations; and represents Ontario's energy interests in discussions with the federal government and other jurisdictions. It is responsible for the maintenance of the provincial contingency plan for a possible future oil or natural gas shortage.

The branch has the lead responsibility for coordinating the ministry's climate change work and sits on a number of federal/provincial air issues committees.

This branch includes two sections: Oil and Gas, and Conservation and Renewables.

INTERGOVERNMENTAL RELATIONS OFFICE
135 St. Clair Ave. W., 8th Flr.
Toronto M4V 1P5
416-323-4318
Fax 416-323-4442
OTHER LANGUAGES: French
HOURS: 8:30-4:45

The Intergovernmental Relations Office is responsible for coordination and liaison of ministry involvement in interjurisdictional environmental and energy policies and programs.

POLICY DEVELOPMENT BRANCH
135 St. Clair Ave. W., 8th Flr.
Toronto M4V 1P5
416-323-4444
Fax 416-323-4596
HOURS: 8:30-4:45

The Policy Development Branch is responsible for the coordination and maintenance of corporate policy, and for the development of key environment and energy policies in response to government-wide and corporate priorities.

AGENCIES

ENVIRONMENTAL APPEAL BOARD
112 St. Clair Ave. W., Ste. 502
Toronto M4V 1N3
416-314-3300
Fax 416-314-3299
OTHER LANGUAGES: French
HOURS: 8:30-4:45

The Environmental Appeal Board was established by the Environmental Protection Act, 1971. Under the Act, the Ontario Water Resources Act and the Pesticides Act, individuals, government agencies or corporations who are directly affected by a decision of a director can appeal to the board. The board may initiate an appeal hearing to confirm, alter or revoke the decision of the director or may substitute its opinion for that of the director. Under the Environmental Bill of Rights, other persons who disagree with a Director's decision may also apply for leave to appeal the decision.

ENVIRONMENTAL ASSESSMENT BOARD
2300 Yonge St., Ste 1201
P. O. Box 2382
Toronto M4P 1E4
416-484-7800
HOURS: 8:30-4:30

The Environmental Assessment Board holds public hearings on whether or not approval should be given for development proposals under the Environmental Assessment Act, the Environmental Protection Act, the Ontario Water Resources Act and the Consolidated Hearings Act.

ENVIRONMENTAL ASSESSMENT BOARD
BOARD OF NEGOTIATION
2300 Yonge St., Ste. 1201
Toronto M4P 1E4
416-484-7800
HOURS: 8:30-4:45

The Board of Negotiation provides a mechanism for negotiating **claims** concerning contaminant damage to property. Under the Environmental Protection Act (EPA), an investigation may determine that the damage or injury to vegetation or livestock is caused by a contaminant and that the injury will result in economic loss. If this is the case and the parties involved are unable to come to an agreement regarding damages, the Board of Negotiation can be called upon to help negotiate a settlement. The Board of Negotiation meets with both parties and in an informal manner proceeds to negotiate a settlement of the claim. The procedure is without prejudice to any subsequent legal proceedings.

ENVIRONMENTAL ASSESSMENT BOARD
OFFICE OF CONSOLIDATED HEARINGS
2300 Yonge St., Ste. 1201
Toronto M4P 1E4
416-484-7800
HOURS: 8:30-4:45

Under the Consolidated Hearings Act, the Environmental Assessment Board holds public hearings in conjunction with the Ontario Municipal Board. This occurs when a proposal requires more than one tribunal hearing under more than one of the Acts set out in the schedule to the Consolidated Hearings Act, 1981. The Hearings Registrar must receive written notice from the person proposing the undertaking, specifying the nature of the undertaking, required hearings and governing Acts. The matter is then referred to the chairs of the two boards, who establish a joint board for the hearing. The board's decision can be varied or rescinded only by the Lieutenant-Governor-in-Council or, on a question of law, may be appealed to the Divisional Court.

NIAGARA ESCARPMENT COMMISSION

The Niagara Escarpment Commission administers an environmental land use program by means of development **permits** and plan amendments in the Niagara Escarpment area to ensure that the Escarpment is preserved as a natural environment and that development is environmentally compatible. The commission is also the main source of information on

the Niagara Escarpment and the Niagara Escarpment Plan. Contact the Georgetown office for Dufferin County and Regional Municipalities of Halton, Hamilton-Wentworth, Niagara and Peel; the Thornbury office for the Counties of Bruce, Grey and Simcoe.

232 Guelph St.
Georgetown L7G 4B1
905-877-5191
905-453-2468 Toronto Callers
905-873-7452
(Regional Municipalities of Halton, Hamilton-Wentworth, Niagara and Peel, and County of Dufferin)
OTHER LANGUAGES: French
HOURS: 8:30-4:30

99 King St. E.
Thornbury N0H 2P0
519-599-3340
Fax 519-599-6326
(Counties of Bruce, Grey and Simcoe)
HOURS: 8:30-4:30

NIAGARA ESCARPMENT HEARING OFFICE
2300 Yonge St., Ste. 1201
Toronto M4P 1E4
416-484-7802
HOURS: 8:30-4:45

The Niagara Escarpment Hearing Office arranges hearings resulting from appeals against Niagara Escarpment Commission decisions. The Hearing Officers consider the Niagara Escarpment Planning and Development Act and the Niagara Escarpment Plan before making recommmendations to the Minister.

ONTARIO ENERGY BOARD
2300 Yonge St., 26th Flr., P.O. Box 2319
Toronto M4P 1E4
416-481-1967
Fax 416-440-7656
OTHER LANGUAGES: French
HOURS: 8:30-4:45

The Ontario **Energy** Board has jurisdiction over energy-related matters, including regulation of **natural gas** rates, municipal franchise approvals, hydrocarbon pipeline construction and related environmental concerns, expropriations for utility access and control of utility accounting procedures.

Natural gas utilities operating in Ontario under the board's jurisdiction cannot change rates, construct certain facilities or enter into franchise agreements with **municipalities** without first obtaining the approval of the board through the public hearing process. The board also advises the Minister of Environment and Energy on Ontario Hydro, the Minister of Natural Resources about oil and gas production and the Lieutenant-Governor-in-Council on other energy matters.

ONTARIO ENERGY CORPORATION
South Tower
175 Bloor St. E., Ste. 905
Toronto M4W 3R8
416-926-4200
Fax 416-926-9641
OTHER LANGUAGES: French
HOURS: 8:00-5:00

The Ontario Energy Corporation (OEC) is a small, commercially oriented Crown corporation with a renewed mandate to stimulate aboriginal and northern participation in the province's energy sector by creating partnerships among communities, institutions, developers and investors to promote economic development.

ONTARIO HYDRO
700 University Ave.
Toronto M5G 1X6
1-800-263-9000 (Toll-free)
HOURS: 8:30-4:45

Ontario **Hydro** operates under the authority of the Power Corporation Act. The corporate goal is to meet the requirements of the Ontario community for electric service, including the manner of its provision, so as to result in the greatest overall benefit to the community and in the lowest cost to the customer for that service over the long term.

The business affairs of Ontario Hydro are directed and controlled by a Board of Directors. The corporation is organized into four groups: Ontario Hydro Generation Company, Ontario Hydro Transmission Company, Ontario Hydro Retail Company and the Corporate Business Development Group. The Transmission Company includes Ontario Hydro Interconnected Markets Inc. which is led by a Chairman and President. The Corporate Business Development Group includes the Enterprises business unit which consits of: Ontario Hydro Technologies and Ontario Hydro International Inc., each led by a Chairman and President. The four groups are led by an Executive Vice-President and Managing Director. The leader of the Corporate Business Development Group is also the Chief Financial Officer for Ontario Hydro. Functional support units are led by the Senior Vice-President, General Counsel and Secretary, the Vice-President, Corporate Affairs, the Vice-President, Corporate Strategies, the Vice-President, Corporate Human Resources, and the Vice-President, Corporate Services.

Ontario Hydro supplies **electrical energy** indirectly to urban centres through 311 associated municipal utilities, and directly to more than 940,500 rural customers and 108 large industrial customers. The Ontario Hydro Electrical Inspection Program (905-946-6300) provides technical guidance to consultants, contractors, architects, manufacturers and customers on problems concerning installation of electrical equipment and adherence to the Electrical **Safety** Code and is responsible for all inspections. The Retail Electrical Service and Billing Inquiry Program answers inquiries on rural service policy and practices. Ontario Hydro operates Nuclear Communications Centres in Pickering (416-839-0465), Bruce (519-361-3103) and Darlington (905-623-7122) to provide educational information on **nuclear power** to the public. The Ontario Hydro

Public Reference Centre has information and documentation on Ontario Hydro and general pamphlet material on energy (592-3331). Ontario Hydro reports to the Legislature through the Minister of Environment and Energy.

PESTICIDES ADVISORY COMMITTEE
40 St. Clair Ave. W., 4th Flr.
Toronto M4V 1M2
416-314-9230
Fax 416-314-9237
HOURS: 8:15-4:30 

This committee advises the Minister of Environment and Energy on matters pertaining to **pesticides**. It annually reviews the Pesticides Act and regulations, and government publications respecting pesticides and the control of pests. The committee also recommends classifications for all new pesticide products prior to their marketing and use in Ontario, reviews and evaluates the results of a **research** program on pesticides and publishes an annual report, which is available upon request. For other ministry publications on pests and **pest control** and information on pesticide licensing, contact the Standards Development Branch, Pesticides Section.

THE ONTARIO CLEAN WATER AGENCY
20 Bay St., 7th Flr.
Toronto M5J 2N8
416-314-5600
Fax 416-314-8300
HOURS: 8:15-5:15 

The Ontario Clean **Water** Agency (OCWA) was created in 1993 under the Capital Investment Plan Act with a mandate to provide reliable water and wastewater services to Ontario municipalities on a cost recovery basis.

The Agency currently operates 429 facilities in the province, ranging in size from small lagoons and pumping stations to metropolitan water distribution systems. The Ontario Clean Water Agency is not a monopoly and receives no government subsidies. The agency is a business which competes for its contracts in open marketplace against private sector companies.

The Agency reports to the Minister of Environment and Energy. The OCWA's mission is: "To be the best in the business of producing clean water".

ACTS

The Ministry of Environment and Energy is responsible for the Acts listed below.

Capital Investment Plan Act, 1993
Consolidated Hearings Act, 1981
Energy Efficiency Act
Environmental Assessment Act
Environmental Bill of Rights
Environmental Protection Act
Ministry of Energy Act

Ministry of the Environment Act
Niagara Escarpment Planning and Development Act
Ontario Energy Board Act
Ontario Energy Corporation Act
Ontario Waste Management Corporation Act, 1981
Ontario Water Resources Act
Pesticides Act
Power Corporation Act
Power Corporation Insurance Act
Rural Hydro-Electric Distribution Act
Rural Power District Loans Act
Waste Management Act, 1992
Waste Management Act, 1992, Parts I and II

MINISTRY OF FINANCE

Frost Bldg. S.
7 Queen's Park Cres., 7th Flr
Toronto M7A 1Y7
416-325-0400
Internet address: http://www.gov.on.ca/fin/hmpage.html
Fax 416-325-0374

The ongoing mission of the ministry is to manage the economic, fiscal, financial and related regulatory affairs of the province of Ontario. The ministry's two-year business plan is designed to boost economic growth, stimulate job creation and to establish a more attractive climate for investment.

To achieve these goals, the ministry will focus on four core business areas: tax policy and administration; economic analysis, fiscal policy and controllership; government financing and debt management; and financial services industry regulation.

DEPUTY MINISTER OF FINANCE

ASSISTANT DEPUTY MINISTER & CONTROLLER - FISCAL AND FINANCIAL POLICY DIVISION
Frost Bldg. N.
95 Grosvenor St., 4th Flr.
Toronto M7A 1Z1
416-327-2000
Fax 416-325-0290
OTHER LANGUAGES: French
HOURS: 8:00-5:00

The Fiscal and Financial Policy Division provides the Minister of Finance and the Government with advice and assistance on all aspects of fiscal and financial policy, fiscal planning, financial standards and reporting, and overall stewardship of the financial resources of the Province.

ASSISTANT DEPUTY MINISTER & CONTROLLER - FISCAL AND FINANCIAL POLICY DIVISION
CONTROLLERSHIP BRANCH
Frost Bldg. S.
7 Queen's Park Cres., 1st Flr.
Toronto M7A 1Y7
416-325-8084
Fax 416-325-8004

The Controllership Branch assists the government in determining financial reporting standards and reports the Province's financial position to the public and the Legislature through the annual Public Accounts. The branch works with other ministries to promote good financial practices relating to improvements in the quality of financial information for decision-making purposes. It also ensures that financial controls and recording systems are in place to safeguard the Province's assets and promote effective financial

management practices. The branch works closely with the Office of the Provincial Auditor on issues in accounting and reporting policies and with the Canadian Institute of Chartered Accountants and other professional groups on standards for government financial reporting.

ASSISTANT DEPUTY MINISTER & CONTROLLER - FISCAL AND FINANCIAL POLICY DIVISION
FISCAL PLANNING BRANCH
Frost Bldg. S.
7 Queen's Park Cres. E., 4th Flr.
Toronto M7A 1Y7
416-327-2020
Fax 416-327-0160

The Fiscal Planning Branch provides advice and support on the overall fiscal framework and strategy for the government, including the ongoing monitoring and management of Ontario's fiscal plan. The fiscal plan consists of the projected budget deficit, supported by expected spending and revenue for the current fiscal year and for the medium term. The branch develops the Quarterly Ontario Finances and coordinates Budget Paper C as part of the annual Ontario Budget. In addition, the branch provides fiscal policy advice and analysis to the Minister and senior officials on corporate and cross-ministry issues, such as Major Transfers, provincial/local issues, pay equity and non-tax revenue, as well as on all major expenditure program areas. The branch develops the strategic framework for expenditure savings initiatives, is responsible for the overall capital strategy and develops the policy framework for non-tax revenue.

ASSISTANT DEPUTY MINISTER & CONTROLLER - FISCAL AND FINANCIAL POLICY DIVISION
THE CORPORATE ACCOUNTS RECEIVABLE PROJECT
250 Yonge St., 27th Flr
Toronto M5B 2N7
416-325-8006
Fax 416-325-8442

The Corporate Accounts Receivable Project sponsored by the Ministry of Finance (Controllership Branch) and MBS, is currently under way with the primary objective to significantly improve the Province's ability to collect funds owed to it. The project is actively pursuing the collection of money owed by increasing the use of set offs (interministerial offset of money owed to the Province with accounts payable to the same party) and increasing the use of government administrative sanctions (such as withholding licence renewal until the party has paid outstanding amounts owed to the government.) The project will develop and introduce corporate policies, systems, methodologies, guidelines and standards related to better management of revenue and collections and to reduce bad debt expense for the Province.

ASSISTANT DEPUTY MINISTER - OFFICE OF ECONOMIC POLICY
Frost Bldg. N.
95 Grosvenor St., 5th Flr.
Toronto M7A 1Z1
416-325-0840
Fax 416-325-0841
OTHER LANGUAGES: French
HOURS: 8:30-5:00

The Office of Economic Policy advises on and oversees the Province's economic policies; it assists the Minister of Finance and the government by developing economic, revenue and demographic forecasts, pursuing research into macroeconomic policies, international and intergovernmental issues, sectoral and regional economic issues, socio-economic and labour market issues; and the design and coordination of economic policies aimed at enhancing the development of the provincial economy. The office also liaises with Statistics Canada on behalf of all ministries.

ASSISTANT DEPUTY MINISTER - OFFICE OF ECONOMIC POLICY
LABOUR ECONOMICS BRANCH
Frost Bldg. N.
95 Grosvenor St., 5th Flr.
Toronto M7A 1Z1
416-325-0800
Fax 416-325-0841
HOURS: 8:30-5:00

The **Labour** Economics Branch conducts **research**, provides analysis and develops policy options in the following labour economics and social policy areas:job creation, youth and older workers, unemployment, UI, training and human resource development, education; incomes and compensation (including wage settlements, earnings), collective bargaining, public sector analysis, equity, low income, workers'compensation and employment standards.

ASSISTANT DEPUTY MINISTER - OFFICE OF ECONOMIC POLICY
MACROECONOMICS ANALYSIS AND POLICY BRANCH
Frost Bldg. N.
95 Grosvenor St., 6th Flr.
Toronto M7A 1Z1
416-325-0755
Fax 416-325-0796
HOURS: 8:30-5:00

The Macro**economic** Analysis and Policy Branch provides policy advice regarding broad issues and trends in the Ontario economy. In particular, the group is responsible for the following areas: analysis of current macroeconomic conditions, short and medium-term economic projections, revenue projections and economic impact of monetary, fiscal and **trade** policy.

ASSISTANT DEPUTY MINISTER - OFFICE OF ECONOMIC POLICY
STRUCTURAL ECONOMICS BRANCH
Frost Bldg. N.
95 Grosvenor St., 4th Flr.
Toronto M7A 1Y9
416-325-0900
Fax 416-325-1187
HOURS: 8:30-5:00

The Structural Economics Branch provides analytical support and policy advice on a wide range of microeconomic issues related to economic growth and job creation. These include policy areas such as industrial and regional development; capital market structure and access to capital; technology, productivity and investment; structural change and infrastructure; energy and the environment. The branch also provides a medium-term sectoral forecast and an overview of community economies.

ASSISTANT DEPUTY MINISTER - OFFICE OF THE BUDGET AND TAXATION
Frost Bldg. S.
7 Queen's Park Cres., 4th Flr.
Toronto M7A 1Y7
416-327-0133
Fax 416-327-0160
HOURS: 8:30-5:00

The Office of the **Budget** and Taxation acts as the central focus point for the Ontario Budget planning and production processes. The office also formulates policies on taxation, **federal-provincial** finance, **pensions** and income security, as well as designing Ontario's Tax and Property Assessment Legislation.

ASSISTANT DEPUTY MINISTER - OFFICE OF THE BUDGET AND TAXATION
INTERGOVERNMENTAL FINANCE POLICY BRANCH
Frost Bldg. S.
7 Queen's Park Cres., 4th Flr.
Toronto M7A 1Y7
416-327-0133
Fax 416-327-0160
HOURS: 9:00-5:00

Branch activities focus on financial transfers from the federal government to Ontario. The branch monitors, analyzes and negotiates federal-provincial agreements; offers information and advice on trends in fiscal federalism; and provides an integrated approach to financial issues involving the federal government and other provinces. Specific responsibilities include established programs financing, equalization and review of federal-provincial cost-sharing.

The branch also contributes to the formulation of Ontario's overall income security and pension policy. Income security policy includes changes to federal income security plans, Ontario's Guaranteed Annual Income System (GAINS) for seniors, social assistance

reform and disability compensation. Pension policy includes teachers', public service and broader public sector pensions and changes to the Canada Pension Plan and Workers' Compensation benefits.

ASSISTANT DEPUTY MINISTER - OFFICE OF THE BUDGET AND TAXATION
TAX DESIGN AND LEGISLATION BRANCH
Frost Bldg. N.
95 Grosvenor St., 2nd Flr.
Toronto M7A 1Z1
416-325-2637
Fax 416-314-8635
OTHER LANGUAGES: French
HOURS: 9:00-4:30

The Tax Design and Legislation Branch is responsible for the overall technical design of Ontario's tax and property assessment measures, including the preparation of legislative specifications and monitoring of drafts, supporting the Minister in the Legislature on the passage of legislation and preparation of regulations. In addition, the branch identifies opportunities to modify existing legislation in order to meet overall tax policy objectives and develops options for improvement. The branch analyzes and provides advice on requests for tax remission orders and Orders in Council.

ASSISTANT DEPUTY MINISTER - OFFICE OF THE BUDGET AND TAXATION
TAXATION POLICY BRANCH
Frost Bldg. S.
7 Queen's Park Cres., 5th Flr.
Toronto M7A 1Y7
416-327-0230
Fax 416-327-0260
HOURS: 9:00-5:00

The **Taxation** Policy Branch develops policies in tax fields including personal income tax, corporate income tax, retail sales tax, capital taxes, employer health tax, property tax, fuel tax, alcohol taxes, mining taxes, timber revenues, insurance premium tax, etc. Responsibilities include negotiating tax arrangements with the federal government, other provinces and local government, and assessing the incidence of the tax structure in Ontario.

The branch prepares provincial tax policy options for inclusion in the Ontario Budget. This includes an assessment of revenue, economic and social impacts.

COMMUNICATIONS AND CORPORATE AFFAIRS BRANCH
33 King St. W., 6th Flr.
Oshawa L1H 8H5
905-433-6419
Fax 905-433-6699
OTHER LANGUAGES: French
HOURS: 8:30-5:00

The Communications and Corporate Affairs Branch informs the general public, interest groups and the news media about ministry policies, programs and activities.

The branch also establishes the ministry's communications policies and strategies, advises other branches on communications issues and methods, and provides communications and media relations support to the Minister of Finance, the Deputy Minister(s) and senior ministry staff. Activities include communications planning; liaising with the media; answering public inquiries; producing and distributing news releases; statements and publications; and providing desktop publishing, creative services and publication distribution. Additionally, the branch tracks and coordinates responses to all ministerial correspondence, and summarizes issues reported through incoming letters, making sure staff are informed about sensitive or contentious matters. The branch provides the Minister's office with daily briefings and current issue notes on issues which may be raised in the Legislature or be of media interest.

Other activities include management and coordination of all aspects of the Ontario Budget development and production process, coordination and support of the pre-Budget consultation process, production of other major ministry documents and management of special ministry projects.

Frost Bldg. S.
7 Queen's Park Cres., 5th Flr., Rm. 519
Toronto M7A 1Y7
416-325-0333
Fax 416-325-0339
OTHER LANGUAGES: French
HOURS: 7:30-5:15

LEGAL SERVICES BRANCH
Frost Bldg. S.
7 Queen's Park Cres., Rm. 515
Toronto M7A 1Y7
416-325-1455
Fax 416-325-1460
HOURS: 8:00-5:00

Legal services for the Ministry of Finance are provided by this branch. It counsels the ministry on the interpretation of statutes and regulations, and the preparation and review of proposed legislation, regulations and other legal documents. General legal services include litigation, prosecutions, settling claims, drafting agreements and provincial legislation, providing legal advice on government financial matters, tax policy,

administration and enforcement, property assessment matters, issuance of Ontario securities and the interpretation of legislation governing loan and trust companies, credit unions, co-operative corporations and mortgage brokers.

33 King St. W., 6th Flr.
Oshawa L1H 8H5
905-433-5657
Fax 905-436-4510
HOURS: 9:00-5:00

Hearst Block
900 Bay St., 4th Flr.
Toronto M7A 1X7
416-326-7150
Fax 416-325-3296
HOURS: 8:30-4:45

DEPUTY MINISTER OF REVENUE AND FINANCIAL INSTITUTIONS

ASSISTANT DEPUTY MINISTER - CORPORATE SERVICES DIVISION
33 King St. W., 6th Flr.
Oshawa L1H 8H5
905-433-6844
HOURS: 8:00-4:30

The Corporate Services Division manages and administers the primary corporate resources of: strategic planning, financial accounting, human resources, administration, accommodation, information technology, data capture and remittance processing, and the corporate call centre.

ASSISTANT DEPUTY MINISTER - CORPORATE SERVICES DIVISION
ADMINISTRATION AND FACILITIES BRANCH

The Administration and Facilities Branch provides administrative and facilities services for the Ministry of Finance, Ministry of Intergovernmental Affairs, Office of the Premier, Cabinet Office and the Office of Francophone Affairs.

The branch is responsible for providing the Ministry of Finance and its clients with: purchasing, common and custodial stock, mass mailing, copying and library services; and a wide range of specialized facilities management functions such as space planning, interior design, telecommunications services, parking administration and security services.

Supply and Services
33 King St. W., 7th Flr.
Oshawa L1H 8H5
905-433-5424
Fax 905-433-5347
OTHER LANGUAGES: French
HOURS: 8:00-4:30

Facilities
33 King St. W., 2nd Flr.
Oshawa L1H 8H5
905-433-5117
Fax 905-436-4444
OTHER LANGUAGES: French
HOURS: 8:00-4:30

Mail Processing
33 King St. W., 7th Flr.
Oshawa L1H 8H5
905-433-5948
Fax 905-436-4512
HOURS: 8:00-4:30

General Services
Frost Bldg. N.
95 Grosvenor St., Main Flr.,
Toronto M7A 1Z1
416-325-0061
Fax 416-325-0063
HOURS: 8:00-4:30

Library Services
Frost Bldg. N.
95 Grosvenor St., Main Flr.
Toronto M7A 1Y8
416-325-1200
Fax 416-325-1212
HOURS: 8:30-4:30

Facilities
250 Yonge St., 31st Flr.
Toronto M5B 2N5
416-325-8300
Fax 416-325-8252
HOURS: 8:30-4:30

ASSISTANT DEPUTY MINISTER - CORPORATE SERVICES DIVISION
CORPORATE PLANNING AND FINANCE BRANCH
33 King St. W., 6th Flr.
Oshawa L1H 8H5
905-433-5644
Fax 905-433-5124
HOURS: 8:15-4:30

The Corporate Planning and Finance Branch is responsible for corporate resource management. This involves developing and implementing resource management processes and support systems, preparing expenditure estimates, monitoring operational performance and recommending appropriate actions.

The branch is also responsible for analyzing, reviewing and responding to resource implications of Cabinet Submissions; controlling, coordinating, researching and developing corporate initiatives and policies.

In addition, the branch liaises with central agencies (i.e., Management Board, Cabinet Office) and other ministries, and provides support and advice to the ministry executive on resource management, planning and policy issues.

ASSISTANT DEPUTY MINISTER - CORPORATE SERVICES DIVISION
HUMAN RESOURCES BRANCH
33 King St. W., 2nd Flr.
Oshawa L1H 8H5
905-433-6092
Fax 905-433-6588
OTHER LANGUAGES: French
HOURS: 8:30-4:30

250 Yonge St., 27th Flr.
Toronto M5B 2N7
416-325-8260
416-325-8237 (TTY)
Fax 416-325-8299
HOURS: 8:30-5:00

This branch performs the human resources management function for the Ministries of Finance and Intergovernmental Affairs, Cabinet Office and the Office of Francophone Affairs.

The branch is responsible for establishing ministry human resources policies and procedures, creating appropriate classification and compensation levels for employees, recruiting staff, counselling employees, coordinating staff training and development, investigating employee grievances and handling all matters affecting work conditions and performance. The branch maintains the ministry's personnel, payroll and employee benefit records. It serves as a liaison between the ministry, Management Board of Cabinet, the Ontario Public Service Employees Union (OPSEU) and AMAPCEO. The Human Resources Branch also coordinates the ministry's French Language Services and Equal Opportunity Programs.

ASSISTANT DEPUTY MINISTER - CORPORATE SERVICES DIVISION
INFORMATION TECHNOLOGY BRANCH
33 King St. W., 5th Flr.
Oshawa L1H 8H5
905-433-6797
Fax 905-436-4449
HOURS: 8:15-4:30 

The Information Technology Branch is responsible for information technology (IT) strategic planning, infrastructure management, disaster recovery planning and providing functional and corporate lead to a range of other technology areas that support and recognise government/ministry business as the drivers of IT services. These areas include IT business planning, architecture development, standard, security, database design, corporate applications, applications development environment management, network deployment, recorded information management, forms design, technology training, hardware/software maintenance, capacity and performance management, technology acquisition and integration, and vendor management.

ASSISTANT DEPUTY MINISTER - CORPORATE SERVICES DIVISION
TAXATION DATA AND CUSTOMER SERVICE CENTRES
Taxation Data Centre
33 King St. W., 7th Flr.
Oshawa L1H 8H5
905-433-5858
1-800-263-795 (Toll-free)
1-800-263-7776 (Toll-free) (TTY)
Fax 905-433-6288
1-800-6685821 (French) (Toll-free)
HOURS: 8:15-4:30 

Customer Service Centre
33 King St. W., 2nd Flr.
Oshawa L1H 8H5
905-433-6100
1-800-263-7965 (Toll-free)
1-800-263-7776 (Toll-free) (TTY)
Fax 905-433-6777
1-800-668-5821 (French) (Toll-free)
OTHER LANGUAGES: French
HOURS: 8:15-4:30

The **Taxation** Data Centre deposits revenue received under the taxing statutes and updates taxpayers' accounts, assesses eligibility for payment of refunds to the public under the Permanently Physically Disabled Program and Alternate Fuel Conversion Program and processes fuel tax rebates to farmers. The centre also deposits revenue and provides data processing support for other ministries through partnership agreements.

The Customer Service Centre (CSC) provides program information to the public, client groups and central agencies on behalf of Ontario's taxation and financial programs. Information services are provided on behalf of the following programs: Corporations Tax, Employers Health Tax, Gas Tax, Fuel Tax, Inter-Jurisdictional Carriers, International Fuel Tax Agreement,Tobacco Tax/Border Levy, Land Transfer Tax, Provincial Land Tax, Land TransferTax Refunds, Tax for Fuel Conservation, Used Vehicle Information Program, Permanently Physically Disabled Program, Propane/Alternative Fuel (refund), GAINS, Ontario Home Ownership Savings Plan, Ontario Tax Credits/Ontario Tax Reduction, Ontario Investment Employee Ownership Plan, Employee Share Ownership Plan, Ontario Tax Credit Audit, Financial Institutions (Insurance, Pension and Securities Commissions, Deposit Institutions) and Ontario Savings Bonds.

CSC is responsible for enquiry services: providing tax account information to taxpayers, application and/or registration assistance, and forms and publications for the public through a one-stop information centre. Calls can be made from anywhere in Ontario toll-free by calling 1-800-263-7965, French 1-800-668-5821 and Teletypewriter (TTY) for the hearing-impaired, 1-800-263-7776.

The Ontario Business Connects workstation is located in the Oshawa Public Enquiry Centre, CSC, 33 King Street West, Oshawa, 1st floor. This easy-to-use computer workstation will assist individuals, in English or French, to complete business registrations. Electronic applications included: Business Name Registration, Retail Sales Tax (Vendor Permit), Workers' Compensation, Employer Health Tax and Self-Employed Health Tax. There are now 50 of these workstations acroos Ontario. Other locations may be found by visiting the Ministry of Consumer and Commercial Relations' site at: http://www.ccr.gov.on.ca or by calling 1-800-565-1921.

CSC is also reponsible for administering the Freedom of Information and Protection of Privacy Act (FOI). The FOI office processes all requests for access to information, according to the provisions of the act. Calls can be made from anywhere in Ontario toll-free by calling 1-800-263-3971, from the Toronto calling area, (416) 325-8369 and the Oshawa calling area, (905) 433-5377.

Oshawa Public Enquiry Centre
33 King St. W., 1st Flr.
Oshawa L1H 8H5
905-433-6004
1-800-263-7776 (Toll-free) (TTY)
Fax 905-433-6777
OTHER LANGUAGES: French
HOURS: 8:15-4:30

Freedom of Information and Protection of Privacy
33 King St W., 6th Flr.
Oshawa L1H 8H5
905-433-5377
1-800-263-3971 (Toll-free)
Fax 905-436-4462
Fax 416-325-8252
Toronto
HOURS: 8:15-4:30

ASSISTANT DEPUTY MINISTER - PROPERTY ASSESSMENT DIVISION
33 King St. W., 6th Flr.
Oshawa L1H 8H5
905-433-5773
Fax 905-436-4513
HOURS: 8:15-4:30

The Property Assessment Division administers the Assessment Act, under which it is responsible for property assessment and municipal enumeration. It assesses property (land and buildings) in Ontario and determines a value for each property, which is then used by municipalities and school boards to calculate local taxes. It conducts a municipal enumeration every three years and compiles municipal voters' lists and school support lists.

Under the Provincial Land Tax Act, the division assesses property in unorganized territories.

ASSISTANT DEPUTY MINISTER - PROPERTY ASSESSMENT DIVISION
APPRAISAL SERVICES BRANCH
33 King St. W., 6th Flr.
Oshawa L1H 8H5
905-433-5700
Fax 905-433-6020
HOURS: 8:30-4:30

The Appraisal Services Branch provides valuation expertise and advice to regional **assessment** offices on properties of all types. It also develops assessment valuation procedures and techniques, and undertakes the defence of complex assessments under judicial appeal.

ASSISTANT DEPUTY MINISTER - PROPERTY ASSESSMENT DIVISION
DATA SERVICES AND DEVELOPMENT BRANCH
33 King St. W., 6th Flr.
Oshawa L1H 8H5
905-433-5690
Fax 905-436-4473
OTHER LANGUAGES: French
HOURS: 8:30-4:30

The Data Services and Development Branch is responsible for **assessment** information management, including the supply of computer data services to regional assessment offices, municipalities and school boards. New assessment and data processing systems, including **OASYS** (Ontario Assessment System), are also developed by the branch.

ASSISTANT DEPUTY MINISTER - PROPERTY ASSESSMENT DIVISION
REGIONAL OPERATIONS BRANCHES
33 King St. W., 6th Flr.
Oshawa L1H 8H5
905-433-5805
Fax 905-433-6658
HOURS: 8:15-4:30

The Regional Operations Branches consist of the Central and Western Regional Operations Branch and the Eastern and Northern Regional Operations Branch. These branches are responsible for assessing all property (**land** and buildings) in Ontario under the **Assessment** Act and the Provincial Land Tax Act. The assessed value is then used by municipalities and school boards in calculating local taxes. They also issue Notices of Property Valuation, prepare property assessment rolls and defend assessment appeals.

These branches are also responsible for municipal enumerations which are done to prepare **voters'** lists for municipal and school board elections, direct school taxes, identify English and French-language electors for school boards, prepare lists of potential jurors and prepare the Ontario population reports.

These activities are carried out through 31 regional assessment offices, each managed by an assessment commissioner. There are also 10 sub-offices.

Inquiries regarding property assessment should be directed to the appropriate regional assessment office. Inquiries regarding property **taxation** and other municipal matters should be directed to the clerk or treasurer of the appropriate municipality. Inquiries about school support or school issues should be directed to the appropriate school board.

ASSISTANT DEPUTY MINISTER - PROPERTY ASSESSMENT DIVISION

REGIONAL OPERATIONS BRANCHES
CENTRAL AND WESTERN REGIONAL OPERATIONS BRANCH
33 King St. W., 6th Flr.
Oshawa L1H 8H5
905-433-5805
Fax 905-433-6658
OTHER LANGUAGES: French
HOURS: 8:30-4:30

There are 17 offices reporting to the Central and Western Regional Operations Branch, each managed by an assessment commissioner, as well as one sub-office. The offices are responsible for specific areas, defined by region, county or municipal boundaries.

York Regional Assessment Office
50 Bloomington Rd. W.
Aurora L4G 6J8
905-727-3755
1-800-263-3224 (Toll-free)
Fax 905-727-2933
HOURS: 8:30-4:30

Brant, Haldimand-Norfolk Regional Assessment Office
63 Charing Cross
Brantford N3R 7K9
519-759-6310
1-800-265-9990 (Toll-free)
Fax 519-759-1011
HOURS: 8:30-4:30

Waterloo Regional Assessment Office
150 Main St., 4th Flr.
Cambridge N1R 1W3
519-623-5210
519-571-0585 Kitchener
Fax 519-623-5536
HOURS: 8:30-4:30

Kent, Lambton Regional Assessment Office
435 Grand Ave. W.
P. O. Box 1140
Chatham N7M 5L8
519-354-5460
1-800-265-0584 (Toll-free)
Fax 519-354-1130
OTHER LANGUAGES: French
HOURS: 8:30-4:30

Etobicoke, York Regional Assessment Office
4 Eva Rd.
Etobicoke M9C 2A8
416-621-9400
Fax 416-314-3312
OTHER LANGUAGES: French
HOURS: 8:30-4:30

Huron, Perth Regional Assessment Office
57 Napier St.
P. O. Box 190
Goderich N7A 3Z2
1-800-265-5192 (Toll-free)
519-524-7326
Fax 519-524-5271
HOURS: 8:30-4:30

Dufferin, Wellington Regional Assessment Office
286 Victoria Rd. N.
Guelph N1E 5J3
519-821-7440
1-800-265-8365 (Toll-free)
Fax 519-821-6171
HOURS: 8:30-4:30

Hamilton-Wentworth Regional Assessment Office
119 King St. W., 3rd Flr.
P. O. Box 2112
Hamilton L8N 3Z9
905-521-7469
Fax 905-521-7206
OTHER LANGUAGES: French
HOURS: 8:30-4:30

Elgin, Middlesex, Oxford Regional Assessment Office
Superstore Mall
4380 Wellington Rd. S.
London N6E 3A2
519-681-0050
1-800-265-6030 (Toll-free)
Fax 519-649-3368
HOURS: 8:30-4:30

Halton, Peel Regional Assessment Office
2 Robert Speck Pkwy., 4th Flr.
Mississauga L4Z 1T3
905-270-8050
1-800-387-5909 (Toll-free)
Fax 905-270-9666
OTHER LANGUAGES: French
HOURS: 8:30-4:30

North York Regional Assessment Office
5255 Yonge St., Ste. 400
North York M2N 6P4
416-314-7832
Fax 416-314-7842
OTHER LANGUAGES: French
HOURS: 8:30-4:30

Durham Regional Assessment Office
Office Galleria, Oshawa Centre
419 King St. W.
Oshawa L1J 2K5
1-800-268-2224 (Toll-free)
905-432-8444
HOURS: 8:30-4:30

Bruce, Grey Regional Assessment Office
900 Tenth St. W., Unit 2
Owen Sound N4K 6V6
519-371-1121
1-800-265-3187 (Toll-free)
Fax 519-371-5885
HOURS: 8:30-4:30

Sarnia Assessment office
805 Christina St. N.
Sarnia N7V 1X6
519-336-3991
1-800-265-0584 (Toll-free)
Fax 519-337-9844
OTHER LANGUAGES: French
HOURS: 8:30-4:30

Scarborough, East York Regional Assessment Office
49 Rolark Dr.
Scarborough M1R 3B1
416-292-5244
Fax 416-314-3315
OTHER LANGUAGES: French
HOURS: 8:30-4:30

Niagara Regional Assessment Office
43 Church St.
P. O. Box 1270
St. Catharines L2R 7A7
905-688-0233
1-800-263-5753 (Toll-free)
Fax 905-688-9929
OTHER LANGUAGES: French
HOURS: 8:30-4:30

Toronto Regional Assessment Office
90 Eglinton Ave. E., Ste. 300
Toronto M4P 3A5
416-327-1800
Fax 416-314-3319
OTHER LANGUAGES: French
HOURS: 8:30-4:30

Essex Regional Assessment Office
250 Windsor Ave., 5th Flr.
Windsor N9A 6V9
519-254-3771
1-800-265-5841 (Toll-free)
Fax 519-973-1483
OTHER LANGUAGES: French
HOURS: 8:30-4:30

ASSISTANT DEPUTY MINISTER - PROPERTY ASSESSMENT DIVISION

REGIONAL OPERATIONS BRANCHES
EASTERN AND NORTHERN REGIONAL OPERATIONS BRANCH
33 King St. W., 6th Flr.
Oshawa L1H 8H5
905-433-6717
Fax 905-433-5162
OTHER LANGUAGES: French
HOURS: 8:30-4:30

There are 14 offices reporting to the Eastern and Northern Regional Operations Branch, each managed by an assessment commissioner, as well as 9 sub-offices. The offices are responsible for specific areas, defined by region, county, district or municipal boundaries.

Bancroft Assessment Office
5 Fairway Blvd., Ste. 3
P. O. Box 667
Bancroft K0L 1C0
613-332-1440 collect calls accepted
Fax 613-332-5619
HOURS: 8:00-4:00

Simcoe Regional Assessment Office
109 Ferris Lane
Barrie L4M 2Y1
705-728-2270
1-800-461-4230 (Toll-free)
Fax 705-728-3077

Muskoka Regional Assessment Office
95 Pine St. E.
P. O. Box 150
Bracebridge P1L 1T5
705-645-5204
1-800-461-4316 (Toll-free)
Fax 705-645-1870
HOURS: 8:00-4:30

Lanark, Leeds & Grenville Regional Assessment Office
2479 Parkedale Ave.
Brockville K6V 3H2
613-342-8242
1-800-267-0836 (Toll-free)
Fax 613-342-9369
HOURS: 8:30-4:30

Cobourg Assessment Office
1005 William St., Ste. 204
P. O. Box 290
Cobourg K9A 4K8
905-372-2258
1-800-263-7905 (Toll-free)
Fax 905-372-1060
HOURS: 8:00-4:00

Prescott & Russell, Stormont, Dundas & Glengarry Regional Assessment Office
132 Second St. E.
P. O. Box 219
Cornwall K6H 5S7
613-933-7100
1-800-267-7194 (Toll-free)
Fax 613-933-0597
OTHER LANGUAGES: French
HOURS: 8:30-4:30

Dryden Assessment Office
479 Government Rd., Ste. B-6
P. O. Box 670
Dryden P8N 2Z3
807-223-5351
1-800-387-1381 (Toll-free)
Fax 807-223-5750
OTHER LANGUAGES: French
HOURS: 8:30-4:30

Fort Frances Assessment Office
533 Mowat Ave.
Fort Frances P9A 1Z1
807-274-3283
1-800-387-9060 (Toll-free)
Fax 807-274-5561
HOURS: 8:00-4:45

Kenora Assessment Office
100 Chipman St., Ste. 207
Kenora P9N 4E4
807-468-2847
1-800-387-6674 (Toll-free)
Fax 807-468-2850
HOURS: 8:30-4:30

Frontenac, Lennox & Addington
Regional Assessment Office
1055 Princess St., Ste. 201
Kingston K7L 4Y8
613-545-4475
1-800-465-2096 (Toll-free)
Fax 613-545-4479
HOURS: 8:30-4:30

Kirkland Lake Assessment Office
6 Tweedsmuir Rd., 3rd Flr.
Kirkland Lake P2N 1H9
705-567-9285
1-800-461-3691 (Toll-free)
Fax 705-567-7962
OTHER LANGUAGES: French
HOURS: 8:30-4:30

Haliburton, Peterborough, Victoria
Regional Assessment Office
440 Kent St. W.
P. O. Box 3100
Lindsay K9V 4S8
705-324-1622
1-800-461-0314 (Toll-free)
Fax 705-324-6852
HOURS: 8:30-4:30

Little Current Assessment Office
15 Manitowaning Rd.
Little Current P0P 1K0
705-368-2510
Fax 705-368-3790
HOURS: 8:00-4:00

Nipissing, Parry Sound Regional
Assessment Office
1650 Main St. W.
P. 0. Box 167
North Bay P1B 8H2
705-474-6150
1-800-387-7247 (Toll-free)
Fax 705-474-8335
OTHER LANGUAGES: French
HOURS: 8:30-4:30

Ottawa-Carleton Regional Assessment
Office
2305 St. Laurent Blvd.
Ottawa K1G 4J8
613-526-3890
1-800-465-2495 (Toll-free)
Fax 613-526-3319
OTHER LANGUAGES: French
HOURS: 8:30-4:30

Parry Sound Assessment Office
10 Miller St.
Parry Sound P2A 1S8
705-746-9302
1-800-561-1020 (Toll-free)
Fax 705-746-6362
HOURS: 8:30-4:30

Renfrew Regional Assessment Office
141 Lake St.
Pembroke K8A 5L8
613-735-0181
1-800-267-1095 (Toll-free)
Fax 613-735-1439
OTHER LANGUAGES: French
HOURS: 8:30-4:30

Peterborough Assessment Office
55 George St. N.
Peterborough K9J 3G2
705-743-0330
1-800-461-1962 (Toll-free)
Fax 705-743-2014
HOURS: 8:30-4:30

Algoma Regional Assessment Office
180 Brock St.
Sault Ste. Marie P6A 3B7
705-949-3941
1-800-461-2207 (Toll-free)
Fax 705-949-6472
OTHER LANGUAGES: French
HOURS: 8:30-4:30

Sudbury, Manitoulin Regional Assessment Office
Provincial Tower
199 Larch St.,, 12th Flr.
Sudbury P3E 5P9
705-675-4200
1-800-465-7726 (Toll-free)
Fax 705-675-6610
OTHER LANGUAGES: French
HOURS: 8:30-4:30

Kenora, Rainy River, Thunder Bay Regional Assessment Office
189 Red River Rd., 3rd Flr.
Thunder Bay P7B 2G2
807-343-7200
1-800-387-3019 (Toll-free)
Fax 807-343-7210
OTHER LANGUAGES: French
HOURS: 8:30-4:30

Cochrane, Timiskaming Regional Assessment Office
145 Wilson Ave.
Timmins P4N 8B1
705-264-9455
1-800-461-9931 (Toll-free)
Fax 705-268-7784
OTHER LANGUAGES: French
HOURS: 8:30-4:30

Hastings, Prince Edward, Northumberland Regional Assessment Office
80 Division St.
P. O. Box 520
Trenton K8V 5R7
613-392-2501
1-800-267-0538 (Toll-free) (area code 613)
1-800-267-0542 (Toll-free)
Fax 613-392-1937
HOURS: 8:00-4:45

ASSISTANT DEPUTY MINISTER - TAX DIVISION
33 King St. W., 6th Flr.
Oshawa L1H 8H5
416-433-5614
HOURS: 8:30-4:30

The Tax Division administers the Corporations, Employer Health, Fuel, Gasoline, Land Transfer, Mining, Provincial Land, Race Tracks, Retail Sales and Tobacco Tax Acts, as well the Ontario Guaranteed Annual Income Act, the Ontario Home Ownership Savings Plan Act, the Small Business Development Corporation Act, the Labour-Sponsored Venture Capital Corporations Act, 1992 and the Succession Duty Supplementary Provisions Act.

ASSISTANT DEPUTY MINISTER - TAX DIVISION
BUSINESS SERVICES BRANCH
33 King St. W., 4th Flr.
Oshawa L1H 8H5
905-433-6595
905-433-6595 (French)
Fax 905-433-6989

OTHER LANGUAGES: French
HOURS: 8:30-4:30

The Business Services Branch is responsible for business services development and maintenance functions including the design, testing and implementation of all data processing systems; the provision of business re-engineering support and management of systems development for the Tax Division.

ASSISTANT DEPUTY MINISTER - TAX DIVISION
COLLECTIONS BRANCH
33 King St. W., 6th Flr.
Oshawa L1H 8H5
905-433-6677
Fax 905-433-6266
HOURS: 8:30-4:30

The Collections Branch is responsible for the recovery of past-due tax payments for tax statutes administered by the Tax Division.

ASSISTANT DEPUTY MINISTER - TAX DIVISION
CORPORATIONS TAX BRANCH
33 King St. W., 4th Flr.
P. O. Box 622
Oshawa L1H 8H5
905-433-6500
Fax 905-433-6998
OTHER LANGUAGES: French
HOURS: 8:30-4:30

This branch administers the **Corporations** Tax Act, which deals with corporations income tax (based on taxable income) and capital tax (based on taxable paid-up capital), and consents to revive or surrender charters or to dissolve a corporation voluntarily. The special tax on **insurance** companies, based on taxable insurance premiums, is also a branch responsibility.

In addition, the Corporations Tax Branch administers the Mining Tax Act. Mining taxes are based on profits generated from producing mines in Ontario in accordance with the Act.

London Field Office
Superstore Mall
4380 Wellington Rd. S.
London N6E 3A2
519-649-3300
Fax 519-649-3308
HOURS: 8:00-4:45

Toronto Field Office
5 Park Home Ave., 3rd Flr.
North York M2N 6L4
416-730-5500
Fax 416-730-5593
OTHER LANGUAGES: French
HOURS: 8:30-4:30

ASSISTANT DEPUTY MINISTER - TAX DIVISION
EMPLOYER HEALTH TAX BRANCH
33 King St. W., 3RD FLR.
Oshawa L1H 8P5
905-433-6495
Fax 905-436-4422
OTHER LANGUAGES: French
HOURS: 8:15-4:30

This branch administers the Employer **Health** Tax Act. **Employers** with a permanent establishment in Ontario are required to pay an employer health tax, based on the remuneration paid to their employees. Beginning January 1, 1999, eligible employers will be exempt from tax on the first $400,000 of Ontario payroll. The exemption will be phased in over three years, as follows: for 1997, the first $200,000 of payroll will be exempt from tax; for 1998, the first $300,000; and 1999, the first $400,000.

All self-employed individuals residing in Ontario who have net self-employment income of more than $40,000, some or all of which is from Ontario, are also required to pay the tax. The tax will be based only on the percentage of income earned in or allocated to Ontario. Effective 1999 and subsequent years, the Employer Health Tax on net self-employment income will be eliminated. The existing $40,000 exemption will be increased to $200,000 for 1997 and to $300,000 for 1998.

All inquiries about the tax should be directed to one of the regional offices. All long-distance callers may contact the office by using the toll-free English and toll-free French lines anywhere in Ontario. Also, facsimile lines are available for each regional office.

Brantford Regional Office
213 King George Rd.
Brantford N3R 6S8
519-754-4849
1-800-461-3806 (Toll-free)
1-800-461-1596 (French) (Toll-free)
Fax 519-758-2239
OTHER LANGUAGES: French
HOURS: 8:15-4:30

Greater Toronto Area West, Regional Office
1650 Dundas St. E., Ste. 230
Mississauga L4X 2Z3
905-615-9911
1-800-265-9969 (Toll-free)
1-800-265-0401 (French) (Toll-free)
Fax 905-615-5860
OTHER LANGUAGES: French
HOURS: 8:15-4:30

Greater Toronto Area East, Regional Office
33 King St. W., 1st Flr.
Oshawa L1H 8P5
905-436-4561
1-800-265-9005 (Toll-free)
1-800-265-1193 (French) (Toll-free)
Fax 905-436-4474
OTHER LANGUAGES: French
HOURS: 8:15-4:30

Ottawa Regional Office
1800 Bank St.
Ottawa K1V 0W3
613-739-3803
1-800-461-4909 (Toll-free)
1-800-461-0038 (French) (Toll-free)
Fax 613-739-3233
OTHER LANGUAGES: French
HOURS: 8:15-4:30

Thunder Bay Regional Office
Victoriaville Mall
700 Victoria Ave. E.
Thunder Bay P7C 5P7
807-625-5840
1-800-465-6699 (Toll-free)
1-800-465-1085 (French) (Toll-free)
Fax 807-625-5848
HOURS: 8:15-4:30

Windsor Regional Office
215 Eugenie St. W.
Windsor N8X 2X7
519-250-0066
1-800-465-4021 (Toll-free)
1-800-465-7027 (French) (Toll-free)
Fax 519-972-2950
OTHER LANGUAGES: French
HOURS: 8:15-4:30

ASSISTANT DEPUTY MINISTER - TAX DIVISION
MOTOR FUELS AND TOBACCO TAX BRANCH
33 King St. W., 3RD FLR.
P. O. Box 625
Oshawa L1H 8H9
905-433-6393
OTHER LANGUAGES: French
HOURS: 8:15-4:30

This branch administers the **Gasoline** Tax Act (gasoline, **propane**, **aviation** fuel), the Fuel Tax Act (diesel fuel), the **Tobacco** Tax Act (cigarettes, tobacco, cigars) and collects tax on the sale of **fuels** and tobacco. Collectors (usually wholesalers or distributors) are appointed or registered, and tax refunds are provided, when applicable. The branch also administers the **Land** Transfer Tax Act and the Provincial Land Tax Act.

Land Transfer Tax is imposed on the acquisition of an interest in land either by a registered conveyance or by an unregistered disposition. The tax rates are: one-half of 1% on the first $55,000, 1% on the next $195,000 and 1.5% on the rest. Additional tax of one-half of 1% applies on residential property over $400,000. Non-residents of Canada pay 20% tax on restricted land (farm land, recreational land, etc.). Land Transfer Tax must be paid to the Land Registry Office before registering a conveyance. Tax on unregistered dispositions must be paid directly to the Ministry of Finance. Provincial Land Tax is a real property tax on properties in unorganized townships and territories. The tax is levied annually at a current 15 mill rate. There is a minimum $6.00 tax payable. For property assessments for this tax, contact the closest regional assessment office, listed under the Property Assessment Division, Regional Operations Branches.

The branch administers the program that refunds the Land Transfer Tax paid by the first-time home-buyers who participate in the Ontario Home Ownership Savings Plan Program (OHOSP). First-time home-buyers, who had opened an OHOSP Plan on or before December 31, 1993, are entitled to a land transfer tax refund on a graduated scale tied to the price of the home purchased.

Effective May 8, 1996 the branch administers the program that refunds up to $1,725 of land transfer tax to first time purchasers of newly constructed **homes** purchased on or before March 31, 1997.

Motor Fuels and Tobacco Tax Branch is also responsible for winding up of two Acts, the **Succession Duty** Act and the Commercial Concentration Tax Act.

ASSISTANT DEPUTY MINISTER - TAX DIVISION
RETAIL SALES TAX BRANCH
33 King St. W., 3RD FLR.
P. O. Box 623
Oshawa L1H 8H7
905-433-6170
Fax 905-433-5433
OTHER LANGUAGES: French
HOURS: 8:15-4:30

This branch administers the **Retail Sales Tax** Act in Ontario. **Vendors** collect Retail Sales Tax from consumers at the time of sale on most goods, taxable services, insurance premiums and prices of admission. Vendors also pay tax on goods manufactured for own use, items purchased for promotional distribution, items taken out of inventory for own use, taxable imported goods, etc. The branch operates offices throughout Ontario and issues vendor **permits** and provides information on exemptions and other aspects of Retail Sales Tax, including vendor information for those starting a **business**. Tax advice is offered in numerous forms: answering taxpayers' specific questions by telephone, letter or in person; publishing sales tax guides; and providing bulletins, seminars, lectures and visits to businesses. Refunds of tax are given under various circumstances, such as payment of tax in error by consumers; and for motor vehicles purchased for the transport of people with certain permanent physical disabilities. The Retail Sales Tax offices have refund application forms available. Audits ensure that tax is collected and paid in the correct way. Tax collection under the Race Tracks Tax Act is also administered by the branch.

Long-distance callers may contact the office in their area by using toll-free lines: Hamilton 1-800-263-9229, Kitchener 1-800-265-2303, London 1-800-265-1540, Mississauga 1-800-268-2968, North Bay 1-800-461-1564, Ottawa 1-800-267-9745, Toronto 1-800-268-8852, Whitby 1-800-668-5810.

Hamilton Field Office
119 King St. W.
Hamilton L8P 4Y7
905-521-7504
1-800-263-9229 (Toll-free)
Fax 905-521-7868
(County of Brant, Regional Municipalities of Haldimand-Norfolk, Hamilton-Wentworth, Niagara)
OTHER LANGUAGES: French
HOURS: 8:15-4:30

Kitchener Field Office
449 Belmont Ave. W.
Kitchener N2M 1N2
519-576-8400
1-800-265-2303 (Toll-free)
Fax 519-571-6100
(Counties of Huron, Perth, Wellington, Bruce, Dufferin, Grey, Regional Municipality of Waterloo)
HOURS: 8:15-4:30

London Field Office
Westminster Centre
334 Wellington Rd. S., Unit 1
London N6C 4P6
519-433-3901
1-800-265-1540 (Toll-free)
Fax 519-661-6618
(Counties of Elgin, Essex, Kent, Lambton, Middlesex, Oxford)
OTHER LANGUAGES: French
HOURS: 8:15-4:30

Peel Field Office
2 Robert Speck Pkwy., Ste. 350
Mississauga L4Z 1H8
905-273-9490
1-800-268-2968 (Toll-free)
Fax 905-949-3389
(Regional Municipalities of Halton, Peel)
OTHER LANGUAGES: French
HOURS: 8:15-4:30

North Bay Field Office
Northgate Plaza
1500 Fisher St., 2nd Flr.
North Bay P1B 2H3
705-474-4900
1-800-461-1564 (Toll-free)
Fax 705-495-3805
(District of Algoma, Cochrane, Kenora, Manitoulin, Nipissing, Parry Sound, Rainy River, Sudbury, Thunder Bay, Timiskaming, Regional Municipality of Sudbury)
OTHER LANGUAGES: French
HOURS: 8:15-4:30

Ottawa Field Office
1355 Bank St., Ste. 305
Ottawa K1H 8K7
613-523-9760
1-800-267-9745 (Toll-free)
Fax 613-239-1582
(Regional Municipality of Ottawa-Carleton, Counties of Lennox-Addington, Stormont-Dundas and Glengarry, Frontenac, Grenville, Lanark, Leeds, Prescott, Renfrew, Russell)
OTHER LANGUAGES: French
HOURS: 8:15-4:30

Toronto Field Office
2300 Yonge St., 10th Flr.
Toronto M4P 1H6
416-487-1361
1-800-268-8852 (Toll-free)
Fax 416-480-7894
(Regional Municipality of Metro Toronto, Regional Municipality of York, Towns of Aurora, Markham, Newmarket, Richmond Hill, Vaughan, Whitchurch-Stouffville, Township of King)
OTHER LANGUAGES: French
HOURS: 8:15-4:30

Durham Field Office
1600 Champlain Ave., 2nd Flr.
Whitby L1N 9B2
905-432-3332
1-800-668-5810 (Toll-free)
Fax 905-435-3535
(Counties of Haliburton, Hastings, Northumberland, Peterborough, Prince Edward, Simcoe, Victoria, District Mun of Muskoka, Reg Mun of Durham, York, Township of Georgina, Georgina Islands Indian Reserve, Town of East Gwillimbury)
OTHER LANGUAGES: French
HOURS: 8:15-4:30

ASSISTANT DEPUTY MINISTER - TAX DIVISION
SPECIAL INVESTIGATIONS BRANCH
33 King St. W., 5th Flr.
Oshawa L1H 8H5
905-433-6900
Fax 905-436-4493
OTHER LANGUAGES: French
HOURS: 8:15-4:15

The Special Investigations Branch is responsible for the enforcement of 17 statutes administered by the Tax Division.

It investigates cases of tax evasion, fraudulent grant and tax credit claims, and other serious offences. It recommends prosecution in cases where sufficient evidence is available to support such action.

ASSISTANT DEPUTY MINISTER - TAX DIVISION
TAX APPEALS BRANCH
1600 Champlain Ave., 3RD FLR.
Whitby L1N 9B2
905-435-2001
1-800-461-2637 (Toll-free)
Fax 905-435-2000
OTHER LANGUAGES: French
HOURS: 8:30-4:30

The Tax **Appeals** Branch processes objections and appeals filed under the following statutes administered by the ministry: the Corporations Tax Act, the Mining Tax Act, the Fuel Tax Act, the Gasoline Tax Act, the **Land** Transfer Tax Act, the **Retail Sales Tax** Act, the Tobacco Tax Act, the Ontario Guaranteed Annual Income Act, the Ontario Pensioners Property Tax Assistance Act, the Race Tracks Tax Act, the Ontario Home Ownership Savings Plan Act, the Employee Share Ownership Plan Act, the Small

Business Development Corporations Act, the Employer Health Tax Act, the Commercial Concentration Tax Act and the Labour Sponsored Venture Capital Corporations Act, 1992.

General information and forms may be obtained by calling our Customer Service Centre toll-free at 1-800-263-7965, 1-800-668-5821 French or 1-800-263-7776 Teletypewriter (TTY) for the hearing-impaired or by contacting either the local Retail Sales Tax Offices or Employer Health Tax Regional Offices (see Retail Sales Tax and Employer Health Tax Branch entries).

ASSISTANT DEPUTY MINISTER - TAX DIVISION
TAX CREDITS AND GRANTS BRANCH
33 King St. W., 5TH FLR.
P. O. Box 624
Oshawa L1H 8H8
1-800-263-7965 (Toll-free)
Ontario Residents
1-800-263-7776 (Toll-free) (TTY) Teletypewriter
1-800-668-5821 (French) (Toll-free)
Fax 905-436-4471
OTHER LANGUAGES: French
HOURS: 8:15-4:30

The Tax Credits and Grants Branch administers the Guaranteed Annual Income System program, the Ontario Tax Reduction program, the Employee Share Ownership Plan program, the Small Business Development Corporations program, the Ontario Opportunities Fund, and the Ontario Tax Credits system - which consist of the Ontario Home Ownership Savings Plan program, the Property Tax Credit program, the Sales Tax Credit program, the **Political** Contribution Tax Credit program, the Ontario Investment and Employee Ownership program and the Co-operative Education Tax Credit program.

The Guaranteed Annual Income System (**GAINS** A) assures qualifying Ontario residents, 65 or over, a set annual income. Senior citizens who receive the Old Age Security pension (OAS) and Guaranteed Income Supplement (GIS) will automatically receive GAINS if their annual income falls below the level guaranteed by the Province.

The Ontario Home Ownership Savings Plan (**OHOSP**) assists individuals and couples in the purchase of a first home. Plan-holders benefit from a return on the funds in a plan, and an annual tax credit for qualifying contributions made in the first five calendar years of the plan, starting with the calendar year the plan was opened. For OHOSPs opened on or before December 31, 1993, plan-holders can receive a Land Transfer Tax refund upon the purchase of a home costing up to $200,000.

Ontario Tax Credits consist of the Property Tax Credit, the Sales Tax Credit, the Ontario Home Ownership Savings Plan (OHOSP) Tax Credit, the Co-operative Education Tax Credit, the Political Contribution Tax Credit and the Ontario Investment and Employee Ownership Tax Credit. The Property and Sales Tax Credits reduce the burden of property and sales tax for people with low to moderate incomes. The Ontario Home Ownership Savings Plan Tax Credit provides incentive for individuals and couples to save toward the purchase of a first home.

The Co-operative Education Tax Credit, introduced in the May 1996 Ontario Budget, helps create employment opportunities for co-op student in Ontario.

These four tax credits are refundable. The Political Contribution Tax Credit encourages participation in the political process. The Ontario Investment and Employee Ownership Tax Credit helps to create new sources of capital for eligible small and medium-sized businesses in Ontario. These two tax credits are non-refundable and serve to reduce Ontario tax payable.

The Ontario Opportunities Fund, introduced in the May 1996 Ontario Budget, provides the opportunity for Ontario residents to help reduce the provincial deficit.

Ontario Tax Reduction reduces or eliminates income tax for low-to-moderate income taxpayers by allowing a basic tax reduction and by providing a supplemental claim for dependent children and disabled dependants.

Claims for Ontario Tax Credits and Ontario Tax Reduction are made when filing Personal Income Tax returns. (note: claims by Corporations for the Co-op Education Tax Credit are made on the are made on the CT-23 Corporations Tax return.

ASSISTANT DEPUTY MINISTER - TAX DIVISION

TAX CREDITS AND GRANTS BRANCH
BUSINESS INVESTMENT PLANS UNIT
33 King St. W., 3rd Flr.
Oshawa L1H 8H5
1-800-263-7466 (Toll-free) Ontario Residents
Fax 905-436-4496
HOURS: 8:15-4:30

The **Business Investment** Plans Unit administers the **Labour** Sponsored Venture Capital Corporations Act, 1992.

The Ontario Investment and Employee Ownership Program provides the Ontario business community access to venture capital to expand, modernize or restructure their operations and gives employees the opportunity to buy out their employer's business.

The program offers two investment choices. The first provides an Ontario tax credit to encourage individuals to invest in small and medium-sized businesses through a Labour Sponsored Investment Fund. Labour Sponsored Investment Fund Corporation shares purchased before May 7, 1996 may qualify for a tax credit of 20% and a matching federal tax credit, on an annual investment of up to $5,000. The provisions relating to the labour sponsored investment fund (LSIFs) were amended in the budget changes for labour sponsored venture capital corporations. Tax credit for shares purchased after May 6, 1996 is reduced from 20% to 15% and the maximum annual investment for a tax credit is reduced from $5,000 to $3,500. The second choice provides a tax credit of 20% on the first $3,500 and 30% on the next $11,500 of annual investment, by employees buying out their employer's business through an Employee Ownership Labour Sponsored Venture Capital Corporation.

For more information on the Ontario Investment and Employee Ownership Program call 1-800-263-7466.

ASSISTANT DEPUTY MINISTER AND SUPERINTENDENT OF DEPOSIT INSTITUTIONS
250 Yonge St., 30th Flr.
Toronto M5B 2N7
416-326-9263
Fax 416-326-9267
OTHER LANGUAGES: French
HOURS: 8:30-4:30

The Deposit Institutions Division areas of responsibility include regulatory supervision of Credit Unions and Cooperatives, Loan and Trust Corporations and Mortgage Brokers.

The Assistant Deputy Minister of the division, who is the Superintendent of Deposit Institutions, regulates and supervises Ontario's deposit-taking and mortgage broker industries in order to ensure high levels of depositor safety.

ASSISTANT DEPUTY MINISTER AND SUPERINTENDENT OF DEPOSIT INSTITUTIONS
CREDIT UNIONS AND COOPERATIVES SERVICES BRANCH
250 Yonge St., 30th Flr.
Toronto M5B 2N7
416-326-9300 Credit Unions
416-326-9301 Co-operatives
416-326-1045 Caisse Populaires
416-326-1029 (French) Co-operatives
Fax 416-326-9313
OTHER LANGUAGES: French
HOURS: 8:15-4:30

The Director of the **Credit Unions** and **Cooperatives** Services Branch, reporting to the Superintendent of Deposit Institutions, administers the Credit Unions and Caisses Populaires Act and the Cooperative Corporations Act.

With regards to credit unions and caisses populaires, the objective is to bring about compliance with the Act, regulations and guidelines. The branch incorporates credit unions and caisses populaires; ensures compliance with sound business and financial practices; ensures compliance with capital adequacy standards; grants lending **licences**, approves Offering Statements for the sale of **securities** by a credit union or caisse populaire to its members; and conducts examinations of credit unions and caisses populaires to ensure compliance with the Act and to protect the interests of members and their deposits. Deposits in credit unions and caisses populaires are insured with the Deposit Insurance Corporation of Ontario.

With regard to cooperatives, Cooperative Development Services (CDS) administers the Cooperative Corporations Act. CDS monitors cooperatives for compliance with the Act, incorporates new cooperatives and receipts offering statements for co-ops issuing securities.

ASSISTANT DEPUTY MINISTER AND SUPERINTENDENT OF DEPOSIT INSTITUTIONS
INVESTIGATIONS BRANCH
NCR Bldg., 10TH FLR., STE. 1000
320 Front St. W.
Toronto M5V 3B6
416-326-9364
Fax 416-326-9392
HOURS: 8:30-4:45

Investigations are conducted at the request of the program heads into alleged violations of Acts (including Criminal Code offences) administered through the Superintendent of Deposit Institutions, the Ontario Insurance Commission and the Pension Commission of Ontario. The branch also conducts background inquiries of companies and individuals to determine the suitability to receive a licence or registration to conduct business in Ontario under **financial** institutions.

ASSISTANT DEPUTY MINISTER AND SUPERINTENDENT OF DEPOSIT INSTITUTIONS
LOAN AND TRUST CORPORATIONS BRANCH
250 Yonge St., 30th Flr.
Toronto M5B 2N7
416-326-9000
Fax 416-326-9004
OTHER LANGUAGES: French
HOURS: 8:30-5:00

The Director of the Loan and Trust Corporations Branch, under the Superintendent of Deposit Institutions, administers the provisions of the Loan and Trust Corporations Act.

The branch licenses and regulates loan companies and **trust companies**, and answers inquiries from depositors, borrowers and registrants. Qualifying deposits with Ontario registered loan and trust companies are insured with the Canada Deposit **Insurance** Corporation.

ASSISTANT DEPUTY MINISTER AND SUPERINTENDENT OF DEPOSIT INSTITUTIONS
MORTGAGE BROKERS BRANCH
250 Yonge St., 30th Flr.
Toronto M5B 2N7
416-326-9045
Fax 416-326-9004
OTHER LANGUAGES: French
HOURS: 8:30-4:30

The Registrar of the Mortgage Brokers Branch, under the Superintendent of Deposit Institutions, administers the provisions of the Mortgage Brokers Act.

The Mortgage Brokers Branch is responsible for registering and regulating mortgage brokers in Ontario under the Mortgage Brokers Act. Its clientele includes registered mortgage brokers, their agents, borrowers and lenders.

AUDIT SERVICES BRANCH
33 King St. W., 3rd Flr.
Oshawa L1H 8H5
905-433-6484
Fax 905-433-5222
OTHER LANGUAGES: French
HOURS: 8:30-4:30

250 Yonge St., 27th Flr.
Toronto M5B 2N7
416-325-8320
Fax 416-325-5096

The Audit Services Branch develops and directs comprehensive internal audit programs. These programs independently and systematically review, evaluate and report on the efficiency, economy and effectiveness of the financial, administrative, management and information technology systems and controls throughout the ministry, with its agencies and clients. These include the Ministry of Intergovernmental Affairs, Office of the Premier, Cabinet Office, the Office of Francophone Affairs and Ministry of Labour.

FINANCIAL SERVICES POLICY BRANCH
250 Yonge St., 30th Flr.
Toronto M5B 2N7
416-326-9210
416-326-9225 (French)
Fax 416-327-0941
OTHER LANGUAGES: Ukranian, Cantonese, Some Mandarin, Swahili
HOURS: 9:00-5:00

The Financial Services Policy Branch provides the Ministry of Finance with policy research, analysis and development services regarding Ontario's interest in, and regulation of, the financial services sector.

AGENCIES

CABINET COMMITTEE ON PRIVATIZATION
Minister without Portfolio with Responsibility for Privatization
175 Bloor St. East,, Ste 400
Toronto M4W 3R8
416-325-0408
Fax 416-325-6067

The Minister has the primary responsibility for making recommendations to the Cabinet Committee on Privatization (CCOP) with respect to the government's privatization initiatives.

The Committee: establishes criteria for selecting projects and set guidelines for protecting the public interest; makes recommendations to Cabinet on the approval of privatization candidates and priorities; makes recommendations to Cabinet on regulatory and legislative changes related to the privatization process; and develops and oversees the implementation process.

The Committee is chaired by the Deputy Premier and Minister of Finance, and includes the Chair of Management Board of Cabinet, Minister of Labour, and Minister without Portfolio with Responsibility for Privatization.

The privatization of government enterprises has been designed to be fair and transparent, with decisions made in the best interests of Ontario consumers and taxpayers.

DEPOSIT INSURANCE CORPORATION OF ONTARIO
4711 Yonge St., Ste. 700
North York M2N 6K8
1-800-268-6652 (Toll-free)
416-325-9444 (French) English
Fax 416-325-9439
OTHER LANGUAGES: French
HOURS: 8:45-4:30

The Deposit **Insurance** Corporation of Ontario (DICO) (formerly Ontario Share and Deposit Insurance Corporation) was established in 1976 by the Credit Union and Caisse Populaires Act. Its mission is "to protect depositors" **credit unions** and caisse populaires.

DICO is administered by a board of directors appointed by the government and is accountable to the Provincial legislature through the Minister of Finance. It provides deposit insurance for individual depositors to a current limit of $60,000.

DICO performs its deposit insurance function in a number of ways; namely by: providing financial assistance for the continued operation of a credit union or caisse populaire in difficulty, administering the affairs of a credit union or caisse populaire with insufficient surplus and capital and conducting orderly liquidations and making direct payments to depositors. The corporation's mandate also includes the collection and publication of information for the purposes of insurance and assisting leagues, credit unions and caisse populaires and the Ministry of Finance to improve the system's viability. DICO is the stabilization authority for the Province's system, and as such, has responsibility to ensure that programs for the early detection and resolution of problems are implemented.

The corporation's administrative costs and insurance funding are provided for by an annual insurance premium paid by all credit unions and caisse populaires conducting business in the Province of Ontario.

ONTARIO FINANCING AUTHORITY
1 Dundas St. W., 14th Flr.
Toronto M7A 1Y7
416-325-8000
OTHER LANGUAGES: French, Japanese
HOURS: 8:30-5:00

The Ontario Financing Authority is an agency of the Province of Ontario, created under the Capital Investment Plan Act, 1993, reporting to the Minister of Finance through the chair of the board of directors.

The Ontario Financing Authority is responsible for arranging, coordinating and managing the borrowing, investment of funds and financial risk management activities on behalf of the Province, its Crown corporations and other public bodies, in the most efficient and

cost-effective manner. It also provides efficient centralized cash and liability management services for the province, its Crown corporations and other public bodies, facilitates the development of financing investment in capital infrastructure and operates the Province of Ontario Savings Office (POSO).

OFA is comprised of six divisions: Capital Markets, Risk Management, Risk Control Systems, Capital Markets Treasury, Corporate Finance and Province of Ontario Savings Office.

ONTARIO FINANCING AUTHORITY
CAPITAL MARKETS DIVISION
1 Dundas St. W., 14th Flr.
Toronto M7A 1Y7
416-325-8128
Fax 416-325-8111
HOURS: 8:30-4:30

The Capital Markets Division, including Investor Relations, is responsible for all capital market activities on behalf of the Province. It develops and executes financing strategy, manages the Province's assets, invests funds for the Province, determines and carries out risk management strategy and manages pooled funds.

ONTARIO FINANCING AUTHORITY
CAPITAL MARKETS TREASURY DIVISION
1 Dundas St. W., 14th Flr.
Toronto M7A 1Y7
416-325-8083
Fax 416-325-8118
HOURS: 8:30-4:30

The Capital Markets Treasury Division is responsible for cash management, banking services and relations, settlement and confirmation of capital market transactions and fiscal agency monitoring, accounting for debt and public debt interest, management and financial reporting and internal controls.

ONTARIO FINANCING AUTHORITY
CORPORATE FINANCE DIVISION
1 Dundas St. W., 14th Flr.
Toronto M7A 1Y7
416-325-8102
Fax 416-325-9960
HOURS: 9:00-4:30

The Corporate Finance Division is involved with the overall management of provincial credit, specifically with respect to the financing of capital infrastructure projects. It negotiates and structures financing transactions for specific projects and provides advisory services to the Province and Crown corporations regarding financing alternatives.

ONTARIO FINANCING AUTHORITY
PROVINCE OF ONTARIO SAVINGS OFFICE
33 King St. W., 2nd Flr.
Oshawa L1H 8H5
905-433-5790
905-433-5788
Fax 905-433-6519
OTHER LANGUAGES: French
HOURS: 8:30-5:00

The **Savings Office** is a deposit-taking institution with approximately $2.2 billion on deposit, providing **banking** services to the public through 23 branches and 5 agencies in Ontario.

The Savings Office offers Guaranteed Investment Certificates (GICs), Short-Term Deposits, the Trillium Account which is a daily interest savings/chequing account and a U.S. Savings Account which is a daily interest account. All deposits are guaranteed, without limit, by the Province of Ontario. Funds on deposit are loaned to the Province of Ontario. The Savings Office does not offer loans to the public.

Other services include travellers cheques with no service charge, safety deposit boxes, foreign exchange, drafts, money orders and the purchase of securities on behalf of customers.

Armstrong
J & J General Store (Agency)
Armstrong P0T 1A0
807-583-2494
Fax 807-583-2094
Hours on Thursdays 9:30-6:00
HOURS: 9:30-4:30

Aylmer
34-36 Talbot St. W.
Aylmer N5H 1J7
519-765-1286
Fax 519-765-1690
Hours on Fridays 9:30-6:00
HOURS: 9:30-4:30

Brantford
171 Colborne St.
Brantford N3T 6C9
519-753-4131
Fax 519-753-7121
Hours on Fridays 9:30-6:00
HOURS: 9:30-4:30

Gogama
J.R. Corner Store (Agency)
41 Poupore St.
P. O. Box 269
Gogama P0M 1W0
705-894-2168
Fax 705-894-2571
Hours on Fridays 9:30-6:00
OTHER LANGUAGES: French
HOURS: 9:30-4:30

Guelph
153 Wyndham St. N.
Guelph N1H 4E9
519-821-2101
Fax 519-821-2990
Hours on Fridays 9:30-6:00
HOURS: 9:30-4:30

Hamilton East
Centre Mall
1227 Barton St. E.
Hamilton L8H 2V4
905-547-6202
Fax 905-547-4748
Hours on Fridays 9:30-6:00
HOURS: 9:30-4:30

Hamilton Main
2 King St. W.
Hamilton L8P 1A1
905-528-6391
Fax 905-528-8103
Hours on Fridays 9:30-6:00
OTHER LANGUAGES: French
HOURS: 9:30-4:30

Killarney
Pittfield's General Store (Agency)
7 Channel St.
Killarney P0M 2A0
705-287-2653
Fax 705-287-2732
Hours on Fridays 9:30-6:00
HOURS: 9:30-4:30

London
353 Richmond St.
London N6A 3C2
519-432-1197
Fax 519-432-7896
Hours on Thursdays 9:00-6:00
HOURS: 9:00-4:30

Ottawa
171 Sparks St.
Ottawa K1P 5B9
613-239-1469
Fax 613-239-1482
Hours on Thursdays 9:30 - 6:00
OTHER LANGUAGES: French
HOURS: 9:30-4:30

Owen Sound
825 2nd Ave. E.
P. O. Box 182
Owen Sound N4K 5P3
519-376-6025
Fax 519-376-1041
Hours on Fridays 9:30-6:00
HOURS: 9:30-4:30

Pembroke
40 Pembroke St. W.
P. O. Box 216
Pembroke K8A 6X3
613-732-7821
Fax 613-732-3830
Hours on Thursdays 9:30-6:00
OTHER LANGUAGES: French
HOURS: 9:30-4:30

Pickle Lake
Northern Store (Agency)
Pickle Lake P0V 3A0
807-928-2968
Fax 807-928-2063
Hours on Thursdays 9:30-6:00
HOURS: 9:30-4:30

Seaforth
49 Main St. S.
Seaforth N0K 1W0
519-527-0210
Fax 519-527-2512
Hours on Fridays 9:30-6:00
HOURS: 9:30-4:30

St.Catharines
106 King St.
St. Catharines L2R 3H8
905-688-4661
Fax 905-688-0320
Hours on Fridays 9:30-6:00
HOURS: 9:30-4:30

St. Marys
134 Queen St.
St. Marys N4X 1A9
519-284-2260
Fax 519-284-2622
Hours on Fridays 9:30-6:00
HOURS: 9:30-4:30

Sudbury
159 Cedar St.
Sudbury P3E 6A5
705-670-7373
Fax 705-670-7375
Hours on Fridays 9:30-6:00
OTHER LANGUAGES: French
HOURS: 9:30-4:30

Thunder Bay
Ste. 102-Podium Level
189 Red River Rd.
Thunder Bay P7B 1A2
807-343-7390
Fax 807-343-7388
Hours on Thursdays 9:30-6:00
HOURS: 9:30-4:30

University & Dundas
439 University Ave.
Toronto M5G 1Y8
416-965-3891
Fax 416-324-4722
Hours on Fridays 9:30-6:00
HOURS: 9:30-4:30

Woodbine
2031 Danforth Ave.
Toronto M4C 1J8
416-698-8320
Fax 416-698-9131
Hours on Fridays 9:30-6:00
HOURS: 9:30-4:30

Broadview
838 Broadview Ave.
Toronto M4K 2R1
416-463-1117
Fax 416-463-7773
Hours on Fridays 9:30-6:00
HOURS: 9:30-4:30

Queen's Park
Macdonald Block-RM. M1-40
900 Bay St.
Toronto M7A 2A9
416-325-8480
Fax 416-325-8487
OTHER LANGUAGES: French
HOURS: 9:30-4:00

Bay & Adelaide
328 Bay St.
Toronto M5H 2S7
416-363-7282
Fax 416-363-0896
Hours on Fridays 9:00-5:00
HOURS: 9:00-4:30

Toronto
112 St. Clair Ave. W.
Toronto M4V 2Y3
416-925-3887
Fax 416-925-3874
Hours on Fridays 9:30-6:00
HOURS: 9:30-4:30

Virginiatown
Super Boutique (Agency)
42 Connell Ave.
P. O. Box 418
Virginiatown P0K 1X0
705-634-2346
Fax 705-634-2717
Hours on Fridays 9:30-6:00
OTHER LANGUAGES: French
HOURS: 9:30-4:30

Walkerton
236 Durham St.
P. O. Box 308
Walkerton N0G 2V0
519-881-3321
Fax 519-881-3797
Hours on Fridays 9:30-6:00
HOURS: 9:30-4:30

Windsor
545 Ouellette Ave.
Windsor N9A 4J3
519-254-4324
Fax 519-254-6270
Hours on Fridays 9:30-6:00
OTHER LANGUAGES: French
HOURS: 9:30-4:30

Woodstock
396 Dundas St.
Woodstock N4S 1B7
519-537-8194
Fax 519-537-8844
Hours on Fridays 9:30-6:00
HOURS: 9:30-4:30

ONTARIO FINANCING AUTHORITY
RISK CONTROL-SYSTEMS DIVISION
1 Dundas St. W, 14th Flr
Toronto M7A 1Y7
416-325-8102
Fax 416-325-9960

The Risk Control-Systems Division is responsible for policy and development information about capital markets transactions and finance portfolios including risk exposure, market values, forecasting and monitoring public debt interest. It also provides credit rating analysis and maintains Ontario's relationship with the credit rating agencies. The systems group is responsible for the identification, acquisition, implementation and maintenance of all information technology needed to support the OFA's business.

ONTARIO INSURANCE COMMISSION
5160 Yonge St., 17th Flr.
North York M2N 6L9
416-250-7250
1-800-668-0128 (Toll-free)
1-800-387-0584 (Toll-free) (TTY)
Fax 416-590-7070
HOURS: 8:30-4:30

The Ontario **Insurance** Commission regulates all aspects of insurance matters while protecting consumers against unfair insurance business practices.

The purpose of the commission is to ensure public confidence in the insurance industry by monitoring industry activity to safeguard solvency, preserving high standards of conduct for industry practices, invoking disciplinary action when required and providing marketplace information and assistance to consumers.

The commission administers the Compulsory Automobile Insurance Act, Motor Vehicle Accident Claims Act, Insurance Act, **Investment** Contracts Act, Prepaid Hospital and Medical Services Act, **Marine** Insurance Act and has certain duties under the Registered Insurance Brokers Act and the workers' compensation Act.

ONTARIO INSURANCE COMMISSION
CORPORATE OPERATIONS
5160 Yonge St., 17 Th Flr.
North York M2N 6L9
416-250-7250
English/French
1-800-668-0128 (Toll-free)
Fax 416-590-7070
OTHER LANGUAGES: French
HOURS: 8:30-4:45 

Corporate Operations, consisting of four sections, is responsible for the commission's administrative and issues management activities. The Public Affairs section supports the commission's functions through public education and informing the industry and the media about guidelines and other regulatory matters. Other sections include Finance and Planning, Information Technology and Administrative Services.

ONTARIO INSURANCE COMMISSION
DISPUTE RESOLUTION
5160 Yonge St., 14th Flr.
North York M2N 6L9
416-250-6714
1-800-517-2332 (Toll-free)
Fax 416-590-7077
HOURS: 8:30-4:30 

The Dispute Resolution office provides a mediation, arbitration and appeal process for disputes arising from an individual's claim to statutory accident benefits (automobile insurance) for bodily injury.

ONTARIO INSURANCE COMMISSION
LEGAL SERVICES
5160 Yonge St., 17th Flr.
North York M2N 6L9
416-250-7250
1-800-668-0128 (Toll-free)
Fax 416-590-7070
OTHER LANGUAGES: French
HOURS: 8:30-4:45

Legal Services provides The Ontario Insurance Commission with legal opinions and advice, assistance in policy development, staff training and represents the commission at various administrative proceedings or prosecutions. The Legal Services Branch also prepares and drafts agreements, regulations and legislation.

ONTARIO INSURANCE COMMISSION
MOTOR VEHICLE ACCIDENT CLAIMS FUND
5 Park Home Ave., 5th Flr.
North York M2N 6L4
416-250-1422
1-800-268-7188 (Toll-free)
Fax 416-590-7076
HOURS: 8:30-4:30

Mailing address
5160 Yonge St., 17th Flr.
P. O. Box 85
North York M2N 6L9
416-250-1422
1-800-268-7188 (Toll-free)
Fax 416-590-7076
HOURS: 8:30-4:30

The Motor Vehicle Accident Claims Fund (MVACF) provides **compensation** to people injured in auto **accidents** when no other automobile insurance exists to respond to the claim. In cases of damage to property, not otherwise insured against vehicle impact (e.g.,hydro and telephone poles or self-insured municipal property), both the owner and driver of the uninsured vehicle must be identified. In certain cases, the branch attempts to recover monies from the uninsured motorist paid out on their behalf.

ONTARIO INSURANCE COMMISSION
SUPERINTENDENT OF INSURANCE
5160 Yonge St., 16th Flr.
North York M2N 6L9
1-800-668-0128 (Toll-free)
Fax 416-590-7070
OTHER LANGUAGES: French
HOURS: 8:30-4:45

The Superintendent of Insurance, reporting to the Commissioner, regulates the business of insurance in Ontario: monitoring insurer solvency and fair business practices, and licensing companies, agencies, adjusters and others.

ONTARIO INSURANCE COMMISSION

SUPERINTENDENT OF INSURANCE
ACTUARIAL SERVICES
5160 Yonge St., 16th Flr.
North York M2N 6L9
416-250-7250
1-800-668-0128 (Toll-free)
Fax 416-590-7070
HOURS: 8:30-4:30

The Actuarial Services office is responsible for all actuarial matters involving the approval of insurance rates (premiums) for automobile insurance and the pre-paid health plans, the review of the actuarial reserves on annual financial statements, the valuation of the Motor Vehicle Accident Claims Fund, the approval of industry statistics captured under the Automobile and the Commercial Casualty Statistical Plans, the review of licence applications, mergers, amalgamations and withdrawals; as well as the provision of actuarial support to other branches within the commission.

ONTARIO INSURANCE COMMISSION

SUPERINTENDENT OF INSURANCE
AGENTS AND ADJUSTERS
5160 Yonge St., 16th Flr.
North York M2N 6L9
416-250-9209
1-800-263-0514 (Toll-free)
Fax 416-590-7070
HOURS: 8:30-4:30

The Agents and Adjusters Section is charged with the licensing and regulation of all **insurance** agents and independent insurance adjusters in Ontario. This section also licenses and regulates insurance agencies and partnerships, as well as adjusting firms.

ONTARIO INSURANCE COMMISSION

SUPERINTENDENT OF INSURANCE
LICENSING AND EXAMINATIONS BRANCH
5160 Yonge St., 16th Flr.
North York M2N 6L9
416-250-9209
1-800-263-0541 (Toll-free)
Fax 416-590-7070
OTHER LANGUAGES: French
HOURS: 8:30-4:45

The Corporate Licensing Unit of the Licensing and Examinations Branch deals with licensing responsibilities, special projects and maintains the company and financial information databases. The Examinations Unit ensures that the Ontario Insurance companies are financially sound and comply with relevant legislation, regulations and policy.

ONTARIO INSURANCE COMMISSION

SUPERINTENDENT OF INSURANCE
MARKET CONDUCT BRANCH
5160 Yonge St., 16th Flr.
North York M2N 6L9
416-250-6750 (24 Hour Info/Consumer Inquiry)
1-800-668-0128 (Toll-free)
1-800-387-0584 (Toll-free) (TTY)
416-590-7108 (TTY)
Fax 416-590-7070
HOURS: 8:30-4:30

The Market Conduct Branch protects the public from unfair **insurance** business practices (in accordance with insurance laws). It answers **consumer** inquiries, produces marketplace information and deals with insurance companies and brokers to clarify claims and underwriting issues relating to all types of insurance. The branch reviews business practices of insurance companies through on-site audits. It also provides investigative services to all branches of the Ontario Insurance Commission.

The Office of the Insurance Ombudsman responds to consumer complaints about business practices of insurance companies that remain unresolved after the consumer and the company have attempted to reach an agreement. The office maintains a list of Ombudsman liaison designates at the insurance company.

Market Conduct deals with matters pertaining to compliance with the Insurance Act by reviewing complaints, auditing company business practices and gathering evidence concerning allegations of violations of the Act.

ONTARIO INSURANCE COMMISSION

SUPERINTENDENT OF INSURANCE
RATES AND CLASSIFICATIONS
5160 Yonge St., 16th Flr.
North York M2N 6L9
416-250-7250
1-800-668-0128 (Toll-free)
Fax 416-590-7070
HOURS: 8:30-4:30

Rates and Classifications regulates all automobile **insurance** rates (premiums) and risk classifications of companies underwriting automobile insurance in Ontario. The branch ensures that insurance companies comply with the Insurance Act with respect to the rates being just and reasonable, not excessive, so as not to impair the solvency of the company. The risk classification systems must also be predictive of risk, and distinguish fairly between risks.

ONTARIO SECURITIES COMMISSION
20 Queen St. W., Ste. 1800
Toronto M5H 3S8
416-597-0681
OTHER LANGUAGES: French
HOURS: 8:00-5:30

The Ontario **Securities** Commission maintains a list of reporting issuers and records filings of insider trading, proxy solicitation material, financial statements and take-over bids for the benefit of investors. It processes **prospectus** offerings of securities and applications for exemption, as well as applications for transfer or release of securities from escrow. The commission registers and investigates **consumer complaints** about **stockbrokers**, their salespersons and **investment** advisers and commodity futures dealers, their salespersons and advisers. It also investigates complaints about actions by companies affecting the value of securities and answers general questions about commodity futures trading.

The Ontario Securities Commission administers the following legislation: Commodity Futures Act; Deposits Regulation Act; Securities Act; Toronto Futures Exchange Act, 1983; Toronto **Stock Exchange** Act, 1982; certain provisions of the Business Corporations Act, 1982; and certain provisions of the Corporations Act.

ONTARIO SECURITIES COMMISSION
COMMODITY FUTURES ADVISORY BOARD
20 Queen St. W., Ste. 1800
Toronto M5H 3S8
416-597-0681
HOURS: 8:30-4:30

At the request of the Ontario Securities Commission, the Commodity Futures Advisory Board (CFAB) advises the commission on developments in commodity futures contracts and commodity futures options, and the manner and influence of trading in such contracts and options. The CFAB was created in 1979 in accordance with section 2 of the Commodity Futures Act.

ONTARIO SECURITIES COMMISSION
FINANCIAL DISCLOSURE ADVISORY BOARD
20 Queen St. W., Ste. 1800
Toronto M5H 3S8
416-597-0681
HOURS: 8:30-4:30

At the request of the Ontario Securities Commission, the Financial Disclosure Advisory Board (FDAB) advises the commission on the financial disclosure requirements of the Securities Act and Regulation. The FDAB was created in 1966 in accordance with section 4 of the Securities Act.

ONTARIO SECURITIES COMMISSION
SECURITIES ADVISORY COMMITTEE
20 Queen St. W., Ste. 1800
Toronto M5H 3S8
416-597-0681
HOURS: 8:30-4:30

At the request of the Ontario Securities Commission (OSC), the Securities Advisory Committee (SAC) advises the commission and staff on various matters, including amendments to the Act and Regulations, formulation of rules, commission policies and staff notices. It also identifies matters that it believes should be addressed by the commission. The Committee was created by OSC Policy Statement 1.7.

PENSION COMMISSION OF ONTARIO
The Eaton's Tower
250 Yonge St., 29th Flr.
Toronto M5B 2N7
416-314-0660
(information tape re: CPP, OAS, Public Service Pension Board etc.)
416-314-5993
(main line for English and French, plan specific calls; collect calls accepted from within Canada)
Fax 416-314-0620 (for plan specific inquiries)
OTHER LANGUAGES: French
HOURS: 9:00-5:00

The Pension Commission of Ontario (PCO) was established in 1965 to administer the Pension Benefits Act (PBA) and has been responsible since that date for registering and regulating employer-sponsored pension plans. The first Pension Benefits Act was enacted in 1963.

The PCO is a regulatory Schedule 1 agency of the Ontario government consisting of two parts. The 9 member appointed tribunal headed by the chair, who reports to the Minister of Finance, meets monthly to consider the business of the commission, generally including staff recommendations on policy development and related pension matters.

The tribunal also acts in a quasi-judicial capacity to consider applications (made under various sections of the legislation) and to conduct hearings (generally on appeal from Orders made by the Superintendent of **Pensions**).

The second part of the regulatory agency includes about 60 staff who, under the direction of the Superintendent of Pensions, are responsible for ensuring that approximately 7,000 registered pension plans covering almost 1.9 million pension plan members comply with the minimum standards and funding and investment requirements of Ontario's pension legislation. (The Superintendent reports to the chair of the commission.) The PCO publishes the PCO Bulletin and other documents to assist pension plan sponsors, administrators and consultants with meeting the requirements of the PBA.

The PCO's mandate is to administer the Act and the regulations; to promote the establishment, extension and improvement of pension plans throughout Ontario; to advise the Minister in respect of the business of the commission; and to make recommendations to the Minister in respect of pension plans (PBA, section 96).

The PCO is NOT responsible for any of the following programs administered by the federal government: the Canada Pension Plan (CPP), the Old Age Security Program (OAS) or the Guaranteed Income Supplement Program (GIS), or the Ontario government program Guaranteed Annual Income System for Seniors (GAINS).

ACTS

The Ministry of Finance is responsible for the Acts listed below. To obtain a copy of any of these statutes contact: Publications Ontario, in Toronto call 416-326-5300; from other areas of the Province, call toll free 1-800-668-9938. Requests may also be faxed to 416-326-5317.

Assessment Act
Audit Act
Budget Measures Act, 1994
Budget Statute Law Amendment Act, 1993
Canadian Insurance Exchange Act, 1986
Capital Investment Plan Act, 1993
Central Trust Company Act, 1983
Commercial Concentration Tax Act
Commodity Futures Act
Compulsory Automobile Insurance Act
Cooperative Corporations Act
Corporations Tax Act
Credit Unions and Caisses Populaires Act
Crown Trust Company Act, 1983
Deposits Regulation Act
Employee Share Ownership Plan Act
Employer Health Tax Act
Financial Administration Act
Financial Services Statute Law Amendment Act, 1994
Fuel Tax Act
Gasoline Tax Act
Guarantee Companies Securities Act
Income Tax Act
Insurance Act
Insurance Statute Law Amendment Act, 1993
Investment Contracts Act
Labour Sponsored Venture Capital Corporations Act, 1992
Land Transfer Tax Act
Loan and Trust Corporations Act, 1987
Marine Insurance Act
Mining Tax Act
Ministry of Revenue Act
Ministry of Treasury and Economics Act
Mortgage Brokers Act
Motor Vehicle Accident Claims Act
Ontario Credit Union League Limited Act, 1972 (unconsolidated and unrepealed)
Ontario Deposit Insurance Corporation Act
Ontario Guaranteed Annual Income Act
Ontario Home Ownership Savings Plan Act
Ontario Loan Act, 1994
Ontario Municipal Improvement Corporation Act
Pension Benefits Act
Prepaid Hospital and Medical Services Act
Province of Ontario Savings Office Act
Provincial Land Tax Act

Race Tracks Tax Act
Registered Insurance Brokers Act
Retail Sales Tax Act
Revenue and Liquor Licence Statute Law Amendment Act, 1993
Securities Act
Small Business Development Corporations Act
Social Contract Act, 1993
Statistics Act
Succession Duty Act
Supplementary Provisions Act, 1980
Supply Act, 1993
Tobacco Tax Act
Tobacco Tax and Liquor Control Statute Law Amendment Act (Returning Residents), 1992
Toronto Futures Exchange Act, 1983
Toronto Stock Exchange Act
Treasury Board Act, 1991
Unclaimed Intangible Property Act

MINISTER RESPONSIBLE FOR FRANCOPHONE AFFAIRS

OFFICE OF FRANCOPHONE AFFAIRS (OFA)

Mowat Block
900 Bay St., 4th Flr.
Toronto M7A 1C2
416-325-4949
416-325-0017 (TTY)
1-800-268-7507 (Toll-free)
Fax 416-325-4980
OTHER LANGUAGES: French
HOURS: 8:30-4:45

The Office of **Francophone** Affairs (OFA) is a central agency that serves as the Ontario Government's main source of expertise on matters relating to francophone affairs and French language services. The Office also provides information on the province's French-speaking population to other levels of government and members of the public.

Vision: To ensure that francophones have access to provincial government services in French and that they participate in the social, economic, cultural and political life of the province, while maintaining their cultural and linguistic heritage.

Mission: To coordinate the government-wide delivery of French language services in the 23 areas designated under the French Language Services Act.

ACTS

The Minister Responsible for Francophone Affairs administers the Act listed below.

French Language Services Act

MINISTRY OF HEALTH

Hepburn Block
80 Grosvenor St.
Toronto M7A 1R3

Created by the Public Health Act of 1882 as the first permanent health care administrative body in the province, the Ministry of Health was originally known as the Provincial Board of Health of Ontario. In 1919, it was transferred from the Department of the Provincial Secretary to the Department of Labour under the Minister of Health and Labour. The Provincial Board became the Department of Health in 1925. In 1930, the Department of Hospitals was established under the direction of the first Minister of Health. Hospitals, sanitoria and mental institutions previously had reported to the Provincial Secretary. The Department of Hospitals became a division of the Department of Health in 1934. Insured hospital services and insured physicians services, introduced in 1959 and 1966 respectively, were combined under the Ontario Health Insurance Plan (OHIP) in 1972. The Department of Health became the Ministry of Health in 1971.

The ministry is responsible for administering the health care system and providing services to the Ontario public through such programs as health insurance, drug benefit, assistive devices, care for the mentally ill, long-term care, home care services, community and public health promotion and disease prevention. It also regulates hospitals, nursing homes; operates psychiatric hospitals and medical laboratories; and coordinates emergency health services.

DEPUTY MINISTER'S OFFICE

COMMUNICATIONS AND INFORMATION BRANCH
Hepburn Block
80 Grosvenor St., 9th Flr.
Toronto M7A 1S2
416-327-4327
416-327-4343 Media Inquiries
1-800-268-1153 (Toll-free)
1-800-387-5559 (Toll-free) (TTY)
Fax 416-327-8791 9th Flr.
Fax 416-327-4389 8th Flr.
HOURS: 8:30-4:30 

The Communications and Information Branch supports the policies and programs of the ministry through production and distribution of information to the public, the media and **health** care providers.

Communications officers prepare communication plans; liaise with the media; organize news conferences; write speeches, statements and news releases; and produce advertising, print and audio-visual materials, displays, exhibits and other materials that promote health.

The Health Information Centre and INFOline provide information on the programs, services and activities of the ministry through distribution of print material and answering telephone, in-person and written requests for information.

HEALTH ECONOMIC DEVELOPMENT
56 Wellesley St. W., 3rd Flr.
Toronto M5S 2S3
416-327-4531
Fax 416-314-5916
OTHER LANGUAGES: French
HOURS: 9:00-5:00

Health Economic Development (HED) is registered to ISO 9001:1994 quality assurance standards. HED's quality policy is a commitment to being a customer-focused service organization that meets the needs of its customers by utilizing the highest performance standards for the design and delivery of services that are appropriate for government/industry relations. HED continuously reviews the effectiveness of its quality assurance and enhances its capacity for excellence in service.

As an office, HEd has a mandate to facilitate public and private sector relationships in a way that encourages economic development in the health sector. The office's customers include the four primary health industries (medical devices, pharmaceuticals, biotechnology and private health care services), as well as government, e.g., the Red Tape Review Commission, health services providers, research organizations, information technology providers, investment institutions, consultants and other professionals.

HED bridges these constituencies by providing leadership and developing initiatives to promote Ontario-based industries. HED forges alliances and collaborations by creating business opportunities and strengthening infrastructure such as a joint government-pharmaceutical industry committee (JLC), a collaborative government/industry/health research advisory group (OHRAC), an association of independent Ontario medical device manufacturers (AOMM) and an export network of medical manufacturers (CMT).

LEGAL SERVICES BRANCH
Hepburn Block
80 Grosvenor St., 10th Flr.
Toronto M7A 1S3
416-327-8606
HOURS: 8:30-4:30

Legal services provided to the ministry by this branch include preparation of contracts, provision of opinions, settlement of claims, appearances at court hearings, etc. The branch counsels the ministry on legal matters, including the interpretation of statutes, regulations and the preparation and review of proposed legislation, regulations and other legal matters. The Legal Services Branch is seconded to the Ministry of Health by the Ministry of the Attorney General.

LEGAL SERVICES BRANCH
FREEDOM OF INFORMATION AND PROTECTION OF PRIVACY OFFICE
5700 Yonge St., 6th Flr.
North York M2M 4K5
416-327-7040
Fax 416-327-7044
HOURS: 8:30-4:30

The Freedom of Information and Protection of Privacy Office (FIPP) coordinates the implementation of the Freedom of Information and Protection of Privacy Act, within the Ministry of Health. The unit develops policies and procedures and offers an educational program to assist ministry staff in responding to requests for information. Customer service is an important aspect of the FIPP function, since the office processes information applications, reviews severance procedures, offers advice and assistance concerning procedures to program area coordinators, and establishes and collects fees in accordance with the Act. Ministry preparations for appeals are coordinated with the Legal Services Branch and program areas.

FIPP liaises with the Office of the Information and Privacy Commissioner/Ontario and other ministry staff to ensure that practices for the collection of personal information comply with the Act. The unit also coordinates the review of existing legislation and regulations, identifies conflicts with the Act and provides recommendations to management. An annual report is submitted to the Minister responsible for the Act and to the Commissioner.

CORPORATE SERVICES GROUP

Hepburn Block
80 Grosvenor St., 9th Flr.
Toronto M7A 1R3
416-327-4272
Fax 416-327-4434
HOURS: 8:30-4:30

The Corporate Services Group provides to ministry programs a broad range of support services, such as finance & accounting; supply & services, information and technology support; human resources management, training; business re-engineering; audit; financial planning and management, and employment equity. The Group is also responsible for ensuring ministry compliance with the provincial government's policies and procedures on financial management, audit, asset management, information and technology, procurement, budgetary control and employment equity. Also, the Group has responsibility for investigating, allegations of health-care fraud.

AUDIT BRANCH
5700 Yonge St., 8th Flr.
North York M2M 4K5
416-327-7797
HOURS: 8:00-5:00 

The Audit Branch is responsible for the ministry's audit functions, which include reviewing and appraising the accounting, financial and operating controls of internal offices and ministry-funded agencies.

FISCAL STRATEGIES BRANCH
Hepburn Block
80 Grosvenor St., 9th Flr.
Toronto M7A 2C6
416-327-8674

The Fiscal Strategies Branch coordinates the ministry's allocation and estimates processes, including the preparation of submissions to Management Board and regular reporting of the ministry's financial status to the Ministry of Finance. The branch manages the transfer payments made to a number of agencies and facilities funded by the ministry, and provides detailed monitoring and forecasting of expenditures. Responsibilities include the provision of financial management and advisory services to ministry program managers and to ministry senior management.

The branch also receives, reviews and monitors submissions from individual transfer payment facilities (hospitals, ambulance services, home care, etc.) which include annual budget, quarterly and year-end statements.

HUMAN RESOURCES BRANCH
5700 Yonge St., 10th Flr.
North York M2M 4K5
416-327-8749
Fax 416-327-4482
HOURS: 8:00-5:00 

The Human Resources Branch works mainly in an advisory capacity with line managers who have primary responsibility for human resources management matters within their units. The branch establishes ministry personnel policies and procedures, determines appropriate classification and compensation levels for all ministry employees, recruits staff, counsels employees, investigates employee grievances, coordinates the ministry's Youth Employment Program and promotes and facilitates the understanding and use of total quality management principles and methods in the Ministry of Health and in the provincial health care system. The branch also maintains employee records. Liaison is provided between the ministry, the Management Board Secretariat and the union/association representing Ministry of Health employees. The branch also coordinates human resources planning activities and functions as a staff development resource.

The branch has regional offices providing resources management services.

P. O. Box 1050
Brockville K6V 5W7
613-345-1461
Fax 613-35-0881
HOURS: 8:00-5:00

Islington Satellite Unit
81 Resources Rd.
P. O. Box 9000, Terminal "A"
Etobicoke M5W 1R5
416-235-5939
Fax 416-235-5901
HOURS: 8:00-5:00

100 Fifth St. W.
Hamilton L8L 2B3
905-575-6021
HOURS: 8:00-5:00

752 King St. W.
Kingston K7L 4X3
613-548-5573
HOURS: 8:00-5:00

49 Place d'Armes
P. O. Box 48
Kingston K7L 5J3
613-548-6704
HOURS: 8:00-5:00 

850 Highbury Ave.
London N6A 4H1
519-455-5110
HOURS: 8:00-5:00 

P. O. Box 3010
North Bay P1B 8L1
705-474-1200
HOURS: 8:00-5:00

Client Services
5700 Yonge St., Mezzanine Level
North York M2M 4K5
416-327-7579
Fax 416-327-7580
HOURS: 8:00-5:00 

Mental Health Centre
Church St.
P. O. Box 5000
Penetanguishene L0K 1P0
705-549-3181
Fax 705-549-5035
OTHER LANGUAGES: French
HOURS: 8:00-4:30 

P. O. Box 2004
St. Thomas N5P 3V9
519-631-8510
Fax 519-633-8593
HOURS: 8:00-5:00

580 Algoma St. N.
P. O. Box 2930
Thunder Bay P7B 5G4
807-343-4311
HOURS: 8:00-5:00

Queen's Park Unit
Hepburn Block
80 Grosvenor St., 11th Flr.
Toronto M7A 1S5
416-327-8752
Fax 416-327-8421
HOURS: 8:00-5:00

1001 Queen St. W.
Toronto M6J 1H4
416-535-4305
HOURS: 8:00-5:00

P. O. Box 613
Whitby L1N 5S9
905-430-4002
HOURS: 8:00-5:00

INFORMATION SYSTEMS DIVISION
5700 Yonge St., 9th Flr.
North York M2M 4K5
416-327-7700
Fax 416-327-4429
HOURS: 8:30-4:30

Macdonald-Cartier Bldg.
49 Place d'Armes, 5th Flr.
Kingston K7L 5J3
613-548-6540
Fax 613-548-6693
HOURS: 8:30-4:30

The Information Systems Division is responsible for the development, implementation, management and operation of the ministry's information systems. These systems are designed to support and meet the needs of corporate and program management and planners and researchers within/outside government.

The division provides application development and support for both Toronto and Kingston-based clients, as well as the development, maintenance and support for the technological infrastructure for the ministry in both Toronto and Kingston.

SUPPLY AND FINANCIAL SERVICES BRANCH
5700 Yonge St., 10th Flr.
North York M2M 4K5
416-327-7972
HOURS: 8:30-4:30 

The Supply and Financial Services Branch provides the financial recording and reporting standards, establishes the ministry's financial and accounting policies and provides financial information to management.

Health Insurance and Related Payments (Macdonald-Cartier Building, 3rd Flr., 49 Place d'Armes, Kingston K7L 5J3, 613-548-6547) processes all revenues generated by ministry programs, operates payment systems encompassing professionals and clients for care provided under the Health Insurance Act, Trillium Drug Program, Ontario Drug Benefit Act, Independent Health Facilities Act, Assistive Devices Program (ADP), Home Oxygen Program (HOP), Northern Health Program, Interprovincial Reciprocal Billing Agreements, Alternate Payment Program, Community Health Centres, Northern Diabetes Health Network, Health Services Organizations and Comprehensive Health Organizations. Subrogation recoveries for the ministry are also administered from this office.

Corporate Financial Services (5700 Yonge St., 10th Flr., North York M2M 4K5, 416-327-7972) provides a controllership function for all ministry organizational units. This function includes payments for suppliers' goods and services, expense account and credit card services, management of the ministry's Financial Information System, payments to hospitals and related facilities and payments to long-term care facilities and residential homes, cash management services and internal/external financial reporting.

Supply and Services Section (99 Adesso Dr., Concord, L4K 3C7) provides the ministry with a wide range of supply and administrative services, including Purchasing Services (416-327-7200); Assets Management (416-327-7200); Forms, Reproduction and Stationery Services (416-327-8226); Ontario Government Pharmaceutical and Medical Supply Service (416-327-0837); Facilities Management Services (416-327-7200); Insurance and Parking Administration (416-327-7200); Mail and Messenger Services (5700 Yonge St., 416-327-8214); Records Management Services (416-327-7200); Library Services (5700 Yonge St., 416-327-8200); and the Ministry Reading Room which allows public access to ministry publications, statutes, most manuals and internal procedures. The Contract Administration Office assists senior managers with the development of all aspects of their contract requirements for consulting services and maintains records of vendors and registration or contracts (416-327-0775).

The branch also provides a regional administrative and support services program in Kingston (613-548-6515) which provides a similar range of services to the Health Insurance Division head office program. Customer service inquiries regarding branch services should be directed to the General Inquiry (416-327-7200).

HEALTH INSURANCE AND RELATED PROGRAMS

Hepburn Block
80 Grosvenor St., 10th Flr.
Toronto M7A 1R3
416-327-4266
Fax 416-314-5915



Health Insurance and Related Programs include the Provider Services Branch, Registration and Claims Branch, Health Card Project, Laboratory Services Branch and Drug Programs Branch, including the Health Network and Trillium Drug Plan.

Provider Services Branch is responsible for the development and evaluation of program policy relating to both the enrolment of Ontario residents for health insurance coverage and the payment of claims for insured services; the Northern Health Travel Grant; malpractice insurance reimbursements and the administration of the Independent Health Facilities Act.

Registration and Claims Branch integrates eligibility policy and registration for health insurance coverage and consolidates management of registration and claims payment operations.

Laboratory Services Branch oversees public health laboratories throughout the province which perform tests for diagnosis, prevention and treatment or disease.

Drug Programs Branch is responsible for all matters relating to the drug programs within the ministry including the Ontario Drug Benefit Program (ODB). The Branch also provides secretariat functions to the Minister's advisory body, the Drug Quality and Therapeutics Committee (DQTC).

DRUG PROGRAMS BRANCH
5700 Yonge St., 3rd Flr.
North York M2M 4K5
416-327-8109
Fax 416-327-8123
HOURS: 8:30-5:00

The Drug Programs Branch's mandate is to provide leadership in achieving optimal **pharmaceutical** services for the protection and improvement of the health status of the residents of Ontario. The branch maintains close partnerships with industry, pharmacy and medicine in order to better manage the drug programs.

The branch is responsible for the delivery of Ontario's Drug Benefit (ODB) program, the Trillium Drug Program, the Special **Drugs** Program and the publication of the Ontario Drug Benefit Formulary/Comparative Drug Index (i.e., the Formulary/CDI). The ODB Formulary/CDI identifies drug products designated as benefits under the program, as well as those brands of drugs that are considered to be interchangeable, and serves as a prescribing and reimbursement guide for doctors and pharmacists. When ordered by an Ontario-authorized prescriber and dispensed in Ontario, drugs listed in the ODB Formulary/CDI are available to ODB-eligible recipients. Products listed in the ODB Formulary/CDI are reviewed on a continuous cycle with supplements adding or changing benefits as required. The Ontario Drug Benefit Act and the Drug Interchangeability and Dispensing Fee Act provide the legislative framework under which the program is administered.

The branch processes, monitors and audits claims from all ODB providers and acts in an advisory capacity for matters related to ODB claims payment.

The Drug Programs Branch advises the Ministry of Health, other provincial ministries, institutions, professional organizations, the pharmaceutical industry and the general public on matters relating to the Ontario Drug Benefit program, including drug evaluations, improving the quality of pharmaceuticals in nursing homes, **homes for the aged**, hospitals and government institutions.

The branch also provides secretariat functions to the Minister's advisory body, the Drug Quality and Therapeutics Committee (DQTC). The DQTC is an independent advisory body to the Minister of Health comprised of experts in medicine, pharmacy and other disciplines. The DQTC makes recommendations relating to pharmaceutical and pharmacological matters, evaluates requests for unlisted drug products under the Section 8 mechanism, evaluates scientific/educational material for health professionals and facilitates communication between the ministry and professional organizations.

The branch is divided into several sections to help carry out its responsibilities. For example, the Policy Unit section of the branch is responsible for the policy planning and development functions of the branch. It is the Ontario Drug Programs Project which is responsible for the implementation of the Health Network, linking nearly 2500 Ontario pharmacies with the ODB program to process ODB drug claims and perform drug use review.

The Pharmaceutical Services Coordination section of the branch provides liaison services relating to the pharmaceutical industry, pharmacists and pharmaceutical care, professional organizations, other government agencies as well as physician liaison services relating to prescribing guidelines.

The Drug Programs Management section of the branch is responsible for the quality assessment of drugs to be listed (or already listed) in the ODB Formulary/CDI, through laboratory and technical evaluation of submissions from pharmaceutical manufacturers. This section provides scientific advice, liaison and support to the Drug Quality and Therapeutics Committee. As well, this section is involved in appropriate distribution of unlisted drug products required in exceptional circumstances.

The branch also has an administrative group which coordinates the branch's administrative and financial services, briefings and communications activities.

LABORATORY SERVICES BRANCH
81 Resources Rd.
Etobicoke M9P 3T1
416-235-5952
Fax 416-235-6063
OTHER LANGUAGES: French
HOURS: 8:00-4:15 

The Laboratory Services Branch consists of 3 components - the Public **Health Laboratories** (PHLs), the Laboratory Licensing and **Inspection** Service, and the Drug Testing Laboratory.

The PHLs provide laboratory testing and expertise for the prevention of disease and the protection and promotion of the public's health in Ontario. It consists of 12 regional public health laboratories and 1 central public health laboratory which carry out testing in support of public health programs and issues, such as HIV/AIDS, prenatal and perinatal programs, STD support, institutional and community outbreak investigation, and surveillance of reportable, emerging, and other important **diseases**. The PHLs also provide provincial/national reference and specialty services in a number of significant health disciplines including, mycology, parasitology, serology, virology, bacteriology, chemistry, and environmental microbiology. PHL clients include: Public Health Units, Public Health Branch, private physicians, hospital and private laboratories, STD clinics, universities and colleges, and other provincial, federal and international laboratories/ governments.

The Laboratory Licensing and Inspection Service ensures that **medical** laboratories and specimen collection centres operate at an acceptable standard. It also ensures that their deployment and function is regulated in a manner that meets community need and provides for the economical utilization of laboratory resources.

The Drug Testing Laboratory provides high quality testing of pharmaceutical products for the ministry's drug programs and acts as a resource. It investigates complaints on drug quality and provides advice on drug interchangeability to hospital/community pharmacists and physicians, related health professionals and the general public.

Public Health Laboratory, Central Laboratory
81 Resources Rd.
Etobicoke M9P 3T1
416-235-5952
Fax 416-235-6083
HOURS: 8:00-4:15

Laboratory Licensing and Inspection Service
81A Resources Rd.
Etobicoke M9P 3T1
416-235-6054
Fax 416-235-6282
HOURS: 8:00-4:15

Public Health Laboratory, Hamilton Psychiatric Hospital
250 Fennell Ave. W.
P. O. Box 2100
Hamilton L8N 3R5
905-385-5379
Fax 905-521-7405
HOURS: 8:00-4:30

Public Health Laboratory
Government Bldg.
181 Barrie St.
P. O. Box 240
Kingston K7L 4V8
613-548-6630
Fax 613-548-6636
HOURS: 8:00-4:30

Public Health Laboratory, London Psychiatric Hospital
850 Highbury Ave.
P. O. Box 5704, Terminal "A"
London N6A 4L6
519-455-9310
Fax 519-455-3363
HOURS: 8:00-4:30

Public Health Laboratory
750 Memorial Ave.
P. O. Box 600
Orillia L3V 6K5
705-325-7449
Fax 705-329-6001
HOURS: 8:00-4:30

Public Health Laboratory
2380 St. Laurent Blvd.
Ottawa K1G 5A4
613-736-6800
Fax 613-736-6820
HOURS: 8:00-4:30

Public Health Laboratory, Midwestern Regional Children's Centre
Hwy. 23
P. O. Box 700
Palmerston N0G 2P0
519-343-3102
Fax 519-343-2832
HOURS: 8:00-4:30

Public Health Laboratory
99 Hospital Dr.
P. O. Box 265
Peterborough K9J 6Y8
705-743-6811
Fax 705-745-1257
HOURS: 8:00-4:30

Public Health Laboratory
160 McDougall St.
P. O. Box 220
Sault Ste. Marie P6A 5L6
705-254-7132
Fax 705-945-6873
HOURS: 8:00-4:30

Public Health Laboratory
1300 Paris Cres.
Sudbury P3E 3A3
705-523-6917
(Timmins Satellite)

Fax 705-523-6918
HOURS: 8:00-4:30

Public Health Laboratory
336 South Syndicate Ave.
P. O. Box 1100, Station "F"
Thunder Bay P7C 4X9
807-622-6449
Fax 807-473-3046
HOURS: 8:00-4:30

Public Health Laboratory
67 Wilson Ave.
Timmins P4N 2S5
705-267-6633
Fax 705-360-2006
HOURS: 8:00-4:30

Public Health Laboratory
3400 Huron Church Rd.
P. O. Box 1616
Windsor N9A 6S2
519-969-4341
Fax 519-973-1481
HOURS: 8:00-4:30

PROVIDER SERVICES BRANCH
Macdonald-Cartier Bldg.
49 Place d'Armes, 2nd Flr.
P. O. Box 48
Kingston K7L 5J3
613-548-6555
416-327-4412 Toronto
Fax 613-548-6309
HOURS: 8:30-4:30

Provider Services Branch is responsible for the development, implementation and evaluation of program policy related to **payment** of fee-for-service claims for insured services provided by **physicians**, practitioners and private **medical laboratories**. The branch is also responsible for the administration of the Independent **Health** Facilities Act and Healing Arts Radiation Protection Act, including planning, developing, implementing, monitoring, coordinating and evaluating program policy related to licensing, funding, inspection and quality assurance of facilities; funding and management of free standing diagnostic and treatment facilities and developing and implementing ministry policies regarding approval of X-ray facility installations and safety.

The branch assesses payment patterns, researches policy changes and provides ongoing management information. The branch liaises with professional organizations and licensing bodies for the following groups: physicians, laboratories, **dentists**, **osteopaths**, **chiropractors**, **optometrists** and **physiotherapy** and IH facilities and maintains a registry of all providers who bill the Ministry of Health for health services.

Complaints with respect to provider billings or practices may be directed to this branch. For inquiries on payment of claims, contact the district offices listed under the Claims Payment Division entry.

REGISTRATION AND CLAIMS BRANCH
Macdonald-Cartier Bldg.
49 Place d'Armes, 2nd Flr.
P. O. Box 48
Kingston K7L 5J3
613-548-6670
HOURS: 8:00-5:00

The Registration and Claims Branch is responsible for the registration of all eligible residents in the Registered Persons Database (RPDB), the maintenance and integrity of the database, and the processing of **medical** claims for payment to Ontario **health** care providers. The branch also processes medical claims for injured workers on behalf of the Workers' Compensation Board, and drug benefit claims on behalf of the Drug Programs

Branch. The head office of the Registration and Claims Branch consists of three units: Eligibility, Registration Planning and Verification, Operational Services and Strategic Planning and Corporate Services.

The Eligibility, Registration Planning and Verification Unit has within its purview legislation, policy and procedures relating to the eligibility and registration of residents in Ontario, verification and monitoring programs to confirm the eligibility of persons registered for Ontario health coverage and verification of the accuracy of the Registered Persons Database.

Operational Services provides business analysis, systems change control, access control, acceptance testing, production support, operational functions and a help desk to facilitate payment of drug claims to fee-for-service providers. The Health Card Validation Project is part of this unit.

Strategic Planning and Corporate Services manages planning, financial services, training, administration, accommodation and security with execution being decentralized through functional links to all offices.

The branch also includes a regionalized network of claims processing and customer service offices. The offices register Ontario residents for insured health services, process medical claims for payment to fee-for-service providers, process out-of-country claims or reimbursements to the public and disseminate information to the public and providers.

Barrie Office
30 Poyntz St.
Barrie L4M 3P2
705-726-0326
HOURS: 8:30-4:30

Etobicoke Office (Walk-in Service)
3300 Bloor St. W.
Etobicoke M8X 2L3
HOURS: 8:30-4:30

Hamilton Office
119 King St. W.
Hamilton L8P 4T9
905-521-7100
HOURS: 8:30-4:30

Kenora Office
21 Sylvan St.
Kenora P9N 3W7
807-468-2869
1-800-465-1141 (Toll-free)
HOURS: 8:30-4:30

Kingston Office
1055 Princess St.
Kingston K7L 5T3
613-546-3811
HOURS: 8:30-4:30

Kitchener Office
235 King St. E.
Kitchener N2G 4N5
519-745-8421
HOURS: 8:30-4:30

London Office
217 York St., 5th Flr.
London N6A 1B7
519-646-2090
HOURS: 8:30-4:30

Mississauga Office
201 City Centre Dr.
Mississauga L5B 2T4
905-275-2730
HOURS: 8:30-4:30

North York Office (Walk-in Service)
440 Dufferin St.
North York M3H 6A8
HOURS: 8:30-4:30

Oshawa Office
Executive Tower
419 King St. W.
Oshawa L1J 7J2
905-434-3700
HOURS: 8:30-4:30

Ottawa Office
75 Albert St.
Ottawa K1P 5Y9
613-783-4400
1-800-267-7690 (Toll-free) (area codes 416, 514, 613, 705, 819)
OTHER LANGUAGES: French
HOURS: 8:30-4:30

Owen Sound Office
981 Second Ave. E.
Owen Sound N4K 2H5
519-376-6447
HOURS: 8:30-4:30

Peterborough Office
550 Landsdowne St. W.
Peterborough K9J 8J8
705-743-2140
HOURS: 8:30-4:30

Sarnia Office
452 Christina St. N.
Sarnia N7T 5W4
519-337-2348
HOURS: 8:30-4:30

Sault Ste. Marie Office
111A Great Northern Rd.
Sault Ste. Marie P6B 4Y9
705-759-8598
1-800-461-2215 (Toll-free)
HOURS: 8:30-4:30

Scarborough Office (Walk-in Service)
2063 Lawrence Ave. E.
Scarborough M1R 2Z4
HOURS: 8:30-4:30

St. Catharines Office
59 Church St., 3rd Flr.
St. Catharines L2R 3C3
905-682-6658
HOURS: 8:30-4:30

Sudbury Office
199 Larch St., 8th Flr.
Sudbury P3E 5R1
705-675-4010
1-800-461-4006 (Toll-free)
1-800-461-1149 (French) (Toll-free)
HOURS: 8:30-4:30

Thunder Bay Office
435 James St. S.
Thunder Bay P7E 6E3
807-475-1351
1-800-465-5067 (Toll-free)
HOURS: 8:30-4:30

Timmins Office
38 Pine St. N.
Timmins P4N 6K6
705-268-5300
1-800-461-9829 (Toll-free)
HOURS: 8:30-4:30

Toronto Office
2195 Yonge St.
Toronto M4S 2B2
416-482-1111
HOURS: 8:30-4:30

Windsor Office
1427 Ouellette Ave.
Windsor N8X 1K1
519-973-1385
OTHER LANGUAGES: French
HOURS: 8:30-4:30

REGISTRATION AND CLAIMS BRANCH
REGISTRATION ENHANCEMENT PROJECT
Macdonald-Cartier Bldg
49 Place d'Armes, 4th Flr
Kingston K7L 5J3
613-548-6545

The Registration Enhancement Project Branch undertakes activities to review and develop systems applications to test or improve the integrity of the ministry's registration data.

HEALTH STRATEGIES GROUP

Hepburn Block
80 Grosvenor St., 8th Flr.
Toronto M7A 1R3
416-327-0859
Fax 416-327-8835
HOURS: 8:30-4:30

The Health Strategies Group develops strategic policies and plans to support an emphasis on the determinants of health and to support the realization of the province's health goals by leading and supporting health system realignment; acting as a catalyst for policy and planning, health human resources, research and health economics; bringing together levers for system change, training and education, health profession regulation and legislation; working in a wide variety of partnerships with health systems stakeholders, consumers and providers; and monitoring and evaluating progress on health status indicators.

The group is responsible for policy and program development, regulation of health professions, health human resource policy planning, research, health economic policy, intergovernmental relations, information resources and northern programs and planning.

HEALTH HUMAN RESOURCES PLANNING DIVISION
Hepburn Block
80 Grosvenor St., 8th Flr.
Toronto M7A 1R3
416-327-8642
Fax 416-327-8879
HOURS: 8:00-5:00

The Health Human Resources Planning Division is responsible for the development of policy and for health human resources planning to achieve the most effective, flexible and cost-efficient use of health human resources in Ontario. The division includes the the Alternate Payments Program, French Language Health Services, Health Boards Secretariat, Health Human Resources Policy Unit, Professional Relations Branch and Public Appointments Unit.

HEALTH HUMAN RESOURCES PLANNING DIVISION
ALTERNATE PAYMENT PROGRAM
Hepburn block
80 Grosvenor St., 8th Flr.
Toronto M7A 1R3
416-327-8444
Fax 416-327-8440

The Alternate Payment Program (APP) provides for the remuneration of **physicians** and payment for their services by means other than fee-for-service. Originally alternate payments were established to address limitations within the OHIP Schedule of Benefits. More recently, the ministry views alternative funding/payment plans as a viable means of: managing and focusing physician service delivery and funding; improving access to and distribution of physicians; promoting practice change and accountability; and supporting system harmonization (hospital restructuring and partnerships with health service agencies).

Physician remuneration within APP arrangements include salaries global budgets, sessional or hourly rates and per bed or per patient costs.

Approximately 10 per cent of the province's physicians receive all or part of their income through a variety of alternate payment arrangements.

HEALTH HUMAN RESOURCES PLANNING DIVISION
FRENCH LANGUAGE HEALTH SERVICES
5700 Yonge St., 3rd Flr.
North York M2M 4K5
416-327-8975
Fax 416-327-8980
OTHER LANGUAGES: French
HOURS: 9:00-4:30

The French Language Health Services office coordinates and monitors the provision of French language services within the Ministry of Health; transfer payment agencies identified to provide services in French; and a number of agencies, boards and commissions located in/or serving designated areas.

HEALTH HUMAN RESOURCES PLANNING DIVISION
HEALTH BOARDS SECRETARIAT
151 Bloor St. West, 9th Flr.
Toronto M5S 2T5
416-327-8512
Fax 416-327-8524
HOURS: 8:30-4:30

The Health Board Secretariat (HBS) provides corporate administrative, financial and case management services, and policy analysis and support to eight quasi-judicial, province-wide appeal and review tribunals (established under a variety of statutes) and financial reimbursement services to Order-in-Council (OIC) appointees and to 39 health-related agencies, boards and commissions (ABCs).

The Health Professions Board, under the Regulated Health Professions Act, and 21 professions - specific Acts, hears **appeals** and reviews decisions made by the self-governing regulatory agencies of 24 regulated health professions, including nurses, **physicians**, midwives, **dentists**, **pharmacists**, occupational therapists, dental hygienists and veterinarians (under the Veterinarians Act) with respect to registration of practitioners and **complaints** made against members.

(Note: Supersedes Health Disciplines Board).

The Health Services Appeal Board hears appeals of decisions made by the general manager of OHIP concerning practitioners' billing practices, payment of subscribers' claims and requests for enrolment or continued enrolment under the authority of the **Health Insurance** Act, R.S.O. 1990, c.H.6, s.8. The board reviews amounts payable to physicians and facilities under the authority of the Health Care Accessibility Act, R.S.O. 1990, c.H.3, s.5; and the Independent Health Facilities Act under the authority of the Long-Term Care Statute Law Amendment Act, R.S.O. 1993. The board reviews placement coordinators' determinations for eligibility for admission to long-term care facilities.

The Health Facilities Appeal Board holds hearings under the Ambulance Act, the Private **Hospitals** Act, the Health Facilities Special Orders Act, the Healing Arts Radiation Protection Act and the Independent Health Facilities Act.

The **Nursing Homes** Review Board holds hearings when, under the Nursing Homes Act, the director proposes to issue, review, revoke or refuse a licence, or when the licensee is dissatisfied with the imposed terms and conditions. It also holds a hearing when, under the Health Facilities Special Orders Act, the minister suspends a nursing home licence or requires a nursing home licensee to suspend activity.

The Health Protection Appeal Board holds hearings regarding orders of medical officers of health and public health inspectors under the Health Protection and Promotion Act and the **Immunization** of School Pupils Act.

The Hospital Appeal Board hears appeals of decisions made by hospital boards concerning the appointment and affiliation privileges of medical staff under the Public Hospitals Act.

The Laboratory Review Board holds hearings when the director of Laboratory Licensing proposes to refuse, revoke or impose terms of conditions on a licence or when a licensee is dissatisfied with the terms of imposed conditions. It also holds hearings when, under the Health Facilities Special Orders Act, the minister suspends a laboratory license or requires a laboratory licensee to suspend activity.

HEALTH HUMAN RESOURCES PLANNING DIVISION
HEALTH HUMAN RESOURCES POLICY UNIT
Hepburn Block
80 Grosvenor St., 8th Flr.
Toronto M7A 1R3
416-327-8528
Fax 416-327-8313

The core business of the Health Human Resources Policy Unit (HHRPU) is to develop health human resources policy, including labour adjustment, which will lead planning for the correct number, mix and distribution of health care providers for the province.

HEALTH HUMAN RESOURCES PLANNING DIVISION
PROFESSIONAL RELATIONS BRANCH
5700 Yonge St., 3rd Flr.
North York M2M 4K5
416-327-8894
Fax 416-327-8897
HOURS: 8:30-4:30 

The Professional Relations Branch maintains liaison between the Ministry of Health and all Ontario health professions, other ministries and relevant consumer and community organizations. It is operationally responsible for all ministry activities in support of the Regulated Health Professions Act, 1991 (RHPA), and 21 individual professional Acts. The branch is responsible for the health disciplines coordination function, including review of all regulations proposed by regulatory colleges, to ensure compliance with government policy. It also provides policy analysis of requests for referral of issues to the independent Health Professions Regulatory Advisory Council and of reports from this council. It responds to requests for information from the public, practitioners, and other jurisdictions about health professions and the regulatory system in Ontario. The branch also provides advice on matters which have, or have the potential to have, ramifications for the health professions and the services professionals provide. The branch administers an operational grant to the College of Midwives of Ontario.

HEALTH HUMAN RESOURCES PLANNING DIVISION
PUBLIC APPOINTMENTS UNIT
Hepburn Block
80 Grosvenor St., 10th Flr.
Toronto M7A 1R3
416-327-8498
Fax 416-327-8496
HOURS: 8:30-4:30 

The Public Appointments Unit is responsible for administering the Ministry of Health's public appointments process in an open and fair manner, as well as ensuring that the membership of health-related agencies, boards and commissions reflect the diversity of Ontario's population. The office serves as a focal point for ongoing communication with Ministry of Health program areas, health-related agencies, boards and commissions, potential and current public appointees and the Public Appointments Secretariat.

HEALTH POLICY BRANCH
80 Grosvenor St., 8th Flr
Hepburn Block
Toronto M7A 1R3
416-327-7535
Fax 416-327-8313
HOURS: 8:30-4:30

The Health Policy Branch in the Health Strategies Group develops strategic health planning and policies to further the provincial government's agenda and ensures that coordinated, effective and balanced provincial government policy responses are made to emerging health care needs in Ontario. The branch consisting of: the Health Strategies Office, the Corporate Policy Secretariat, the Research Unit, the Legislation Policy Unit, the Women's Health Bureau, the Aboriginal Health Office, and Intergovernmental Affairs; provides strategic policy advice on health service reforms such as cancer, rehabilitation, primary care, intergovernmental issues; manages internal policy processes; manages activities in the development of new legislation; and provides program planning, policy development and administration for the ministry's research allocation.

HEALTH POLICY BRANCH
ABORIGINAL HEALTH OFFICE
5700 Yonge St., Mezzanine Level
North York M2M 4K5
416-314-5513
Fax 416-314-5517
HOURS: 8:30-4:30

The Aboriginal Health Office promotes and supports structural change within the ministry to improve the province's ability to meet aboriginal people's health needs and priorities. The Aboriginal Health Office's objectives include policy development and analysis, improving equity and access to programs and services, education and increasing awareness status and offering a contact point for the aboriginal community. The Native Policy Studies Fund is also administered by the office.

HEALTH POLICY BRANCH
CORPORATE POLICY SECRETARIAT
Hepburn Block
80 Grosvenor St., 8th Flr.
Toronto M7A 1R3
416-327-8355
Fax 416-327-8313
HOURS: 8:30-4:30

The Corporate Policy Secretariat is responsible for planning and coordinating activities which support policy development in the Ministry of Health. The unit provides support to the corporate committees of ministry senior management. The secretariat prepares and presents briefing materials for the minister and senior management on specific health issues. It conducts health impacts analysis on policy proposals from other ministries to ensure consistency with health initiatives, and to identify all possible impacts on health care. The secretariat conducts environmental scanning on health-related topics. The

secretariat coordinates responses to inquiries from Cabinet Office, the office of the Ombudsman, the office of the environment commissioner, the coroner and other governments, and organizes health related visits to the ministry from foreign delegations.

HEALTH POLICY BRANCH
HEALTH RESEARCH AND DEVELOPMENT GRANTS PROGRAM
Hepburn Block
80 Grosvenor St., 8th Flr.
Toronto M7A 1R3
416-327-8367
Fax 416-327-8313
HOURS: 8:30-4:30

The Health **Research** and Development Grants Program provides financial support, through grants to projects and units, for research evaluating aspects of the delivery of health care; and through fellowship and Career Scientist Awards, for training new clinical and community health researchers. Applications for grants may be submitted by non-profit, health-related agencies in Ontario, including universities.

HEALTH POLICY BRANCH
HEALTH STRATEGIES OFFICE
Hepburn Block
80 Grosvenor St., 8th Flr.
Toronto M7A 1R3
416-327-4392
Fax 416-327-8313
HOURS: 8:30-4:30

The Health Strategies Office plays a key role in the Health Strategies Group in leading and managing change. It is responsible for broad strategic policy development, analysis and implementation; across-ministry integration of strategic priorities; and intergovernmental affairs activities.

HEALTH POLICY BRANCH

HEALTH STRATEGIES OFFICE
STRATEGIC PRIORITIES RESOURCE GROUP
Hepburn Block
80 Grosvenor St., 8th Flr.
Toronto M7A 1R3
416-327-8453
Fax 416-327-8458

The Strategic Priorities Resource Group is part of the Health Strategies Office.

HEALTH POLICY BRANCH
LEGISLATION POLICY UNIT
Hepburn Block
80 Grosvenor St., 8th Flr.
Toronto M7A 1R3
416-327-8367
Fax 416-327-8313
HOURS: 8:30-4:30

The Legislation Policy Unit provides support and project management assistance to the corporate structure of the ministry in relation to the development, coordination and implementation of legislation. It is also responsible for ensuring that the ministry's legislative initiatives are in keeping with overall government policy and direction.

HEALTH POLICY BRANCH
MULTICULTURAL HEALTH UNIT
Hepburn Block
80 Grosvenor St., 8th Flr.
Toronto M7A 1R3
416-327-8455
Fax 416-327-8458
HOURS: 8:30-4:30

The role of the Multicultural Health Unit is to develop and coordinate the implementation of the ministry's anti-racism strategy and to advise the ministry on the health needs of ethnoracial populations. This involves facilitating ethnoracial community participation in health reform and developing services and programs that are responsive to the needs of the racially, linguistically and culturally diverse population of Ontario. This office acts as a ministry contact for anti-racism advocates and ethnoracial community groups.

HEALTH POLICY BRANCH
WOMEN'S HEALTH BUREAU
5700 Yonge St., Mezzanine
North York M2M 4K5
416-314-8270
Fax 416-314-8275
HOURS: 8:30-4:30

The **Women**'s **Health** Bureau was formed in 1987 by the Ministry of Health to give concrete acknowledgment to the unique needs of women as health care consumers. The bureau works with women, health care providers and program areas within the ministry to ensure that women's health care needs are addressed in existing and future health care policies throughout the broader health care system.

The bureau has several means by which it has an impact on women's health policy. It directly develops policy on women's health needs which have been identified as priority issues (e.g., violence against women, breast cancer, regional hysterectomy rates). The bureau influences policies developed overall in the ministry and health care system, where it is perceived that women's needs require specific advocacy and consideration at the

policy development stage. As well, staff participates in coordinating policy planning, facilitates and monitors the implementation of new policies and programs, and assists in the resolution of legal issues affecting women's health.

HEALTH RESEARCH UNIT
Hepburn Block
80 Grosvenor St., 8th Flr.
Toronto M7A 1R3
416-327-8367
Fax 416-327-8313
HOURS: 8:30-4:30

The Health Research Unit provides program planning, policy development and administration for the ministry's research allocation, to ensure effective research support for corporate concerns. Through open, competitive grants programs for projects, research units and research personnel, financial support is provided for evaluative research in the organizational and delivery of health services in Ontario, and the training and development of new researchers.

Applications for grants may be submitted by universities and non-profit, health related agencies in Ontario. The unit also provides annual contributions to the clinical and applied research programs of the Addiction Research Foundation, the Ontario Cancer Treatment and Research Foundation, the Ontario Mental Health Foundation, the health services research programs of the Centre for Health Economics and Policy Analysis, and the Institute for Clinical Evaluative Sciences in Ontario.

INFORMATION PLANNING AND EVALUATION BRANCH
5700 Yonge St., 2nd Flr.
North York M2M 4K5
416-327-7502
Fax 416-327-7517
HOURS: 8:30-4:30

Information Planning and Evaluation Branch coordinates and supports **health** planning for the ministry. The branch receives advice from **District Health Councils** on local health planning issues. District Health Councils are appointed by an Order-in-Council to advise the minister on local planning issues. The members of council are **volunteers** representing consumers, health care providers and local government. The branch also develops and analyses information about health care resources, services, utilization and statistics related to hospitals, medical and health care institutions.

CENTRAL EAST AREA

Simcoe County District
11 Victoria St., Ste. 216
Barrie L4N 6T3
705-734-9960
Fax 705-734-9987
HOURS: 8:30-4:30

Peel District
350 Rutherford Rd. S., Ste. 220
Brampton L6W 4N6
905-455-4856
Fax 905-455-5285
HOURS: 8:30-4:30

York Region District
1091 Gorham St., Ste. 300
Newmarket L3Y 7V1
905-830-9899
Fax 905-830-9903
HOURS: 8:30-4:30

Haliburton, Kawartha and Pine Ridge District
849 Alexander Court
P. O. Box 544, Ste. 210
Peterborough K9J 6Z6
705-748-2992
Fax 705-748-9600
HOURS: 8:30-4:30

Durham Region District
1614 Dundas St. E., Ste. 218
Whitby L1N 8Y8
905-433-4262
Fax 905-433-2307
HOURS: 8:30-4:30

Metropolitan Toronto District
4141 Yonge St., Ste. 200
Willowdale M2P 2A8
416-222-6522
Fax 416-222-5587
HOURS: 8:30-4:30

CENTRAL WEST AREA

Brant District
233 Colborne St., Ste. 304
Brantford N3T 2H4
519-756-1330
Fax 519-756-6013
HOURS: 8:30-4:30

Niagara District
1428 Pelham St. S.
P. O. Box 1220
Fonthill L0S 1E0
905-892-5771
Fax 905-892-1593
HOURS: 8:30-4:30

Wellington-Dufferin District
Woodlawn Sq.
251 Woodlawn Rd. W., Units 217 & 218
Guelph N1H 8J1
519-836-7440
Fax 519-836-7177
HOURS: 8:30-4:30

Hamilton-Wentworth District
10 George St., Ste. 301
Hamilton L8P 1C8
905-570-1441
Fax 905-570-1202
HOURS: 8:30-4:30

Halton District
700 Dorval Dr., Ste. 510
Oakville L6K 3V3
905-842-2120
Fax 905-842-7131
HOURS: 8:30-4:30

Haldimand-Norfolk District
101 Nanticoke Creek Pkwy.
P. O. Box 5081
Townsend N0A 1S0
519-587-2231
Fax 519-587-5112
HOURS: 8:30-4:30

Waterloo Region District
Town Square
75 King St. S., Ste. 218
Waterloo N2J 1P2
519-884-6390
Fax 519-884-0445
HOURS: 8:30-4:30

EASTERN AREA

Hastings and Prince Edward Counties
375 Dundas St. W., Ste. 101
Belleville K8P 1B3
613-962-4660
Fax 613-962-5130
HOURS: 8:30-4:30

Eastern Ontario District Health Council
132 Second St., Ste. 301
Cornwall K6H 1Y4
613-933-9585
Fax 613-933-3977
HOURS: 8:30-4:30

Kingston, Frontenac and Lennox and Addington District
471 Counter St., Ste. 400
Kingston K7M 8S8
613-549-5253
Fax 613-542-9223
HOURS: 8:30-4:30

Ottawa-Carleton Region District
955 Green Valley Cr., Ste. 350
Ottawa K2C 3V4
613-723-1440
Fax 613-723-5162
OTHER LANGUAGES: French
HOURS: 8:30-4:30

Renfrew County District
12 International Dr.
R. R. 4
Pembroke K8A 6W5
613-732-2335
Fax 613-732-8719
HOURS: 8:30-4:30

Rideau Valley District
1 Abel St.
P. O. Box 487
Smiths Falls K7A 4T4
613-283-6980
Fax 613-283-3177
HOURS: 8:30-4:30

NORTH EAST AREA

East Muskoka-Parry Sound District
36 Chaffey St., Ste. 202
Huntsville P1H 1J4
705-789-4429
Fax 705-789-6943
HOURS: 8:30-4:30

West Muskoka-Parry Sound District
17 James St., 2nd Flr.
Parry Sound P2A 1T4
705-746-2123
Fax 705-746-8156
HOURS: 8:30-4:30

Algoma District
123 March St., Ste. 405
Sault Ste. Marie P6A 2Z5
705-942-0200
Fax 705-942-7579
HOURS: 8:30-4:30

Manitoulin-Sudbury District
336 Pine St.
Sudbury P3C 1X8
705-675-5654
Fax 705-675-2870
HOURS: 8:30-4:30

Cochrane District
119 Pine St. S., Ste. 203
Timmins P4N 2K3
705-264-9539
Fax 705-264-8620
HOURS: 8:30-4:30

NORTH WEST AREA

Kenora-Rainy River District
104 Government Rd.
P.O. Box 379
Keewatin P0X 1C0
807-547-2028
Fax 807-547-2094
HOURS: 8:30-4:30

Nipissing-Timiskaming District
310 Algonquin Ave.
North Bay P1B 4W2
705-494-9126
Fax 705-494-9127
HOURS: 8:30-4:30

Thunder Bay District
1093 Barton St.
Thunder Bay P7B 5N3
807-623-6131
Fax 807-623-0355
HOURS: 8:30-4:30

SOUTH WEST AREA

Kent County District
75 Thames St.
Chatham N7L 1S4
519-351-1162
Fax 519-351-6583
HOURS: 8:30-4:30

Grey-Bruce District
733 Ninth Ave. E., Unit 4
Owen Sound N4K 3E6
519-376-6691
Fax 519-376-3074
HOURS: 8:30-4:30

Thames Valley District
The Gordon J. Mogenson Bldg.
100 Collip Cir., Ste. 105
London N6G 4X8
519-858-5015
Fax 519-858-5016
HOURS: 8:30-4:30

Lambton District
265 Front St. N., Ste. 401
Sarnia N7T 7X1
519-337-5485
Fax 519-337-9293
HOURS: 8:30-4:30

Huron-Perth District Health Council
235 St. George St.
Mitchell N0K 1N0
519-348-4498
Fax 519-348-9749

Essex County District
4510 Rhodes Dr., Unit 720
Windsor N8W 5K5
519-944-5888
Fax 519-944-0619
HOURS: 8:30-4:30

NEGOTIATIONS SECRETARIAT
Hepburn Block
80 Grosvenor St., 11th Flr.
Toronto M7A 1R3
416-327-4490
Fax 416-327-4404
HOURS: 8:30-4:30

The Negotiations Secretariat coordinates fiscal and policy management of independent health care providers (physicians, optometrists, chiropractors, private clinic physiotherapists, podiatrists, pharmacists, private laboratories services) through ongoing liaison to contain costs, assure appropriate service provisions, enable program change, and assist in health system integrations.

The secretariat develops appropriate tools, processes and structures to maximize the use of nearly 40% of the ministry's budget for appropriate and accessible health care.

NORTHERN HEALTH PROGRAMS AND PLANNING BRANCH
159 Cedar St., 4th Flr.
Sudbury P3E 6A5
705-670-7280
Fax 705-670-7231

The Northern Health Programs and Planning Branch ensures that access to health care is available to residents of Northern Ontario and that health planning is coordinated for Northern and Eastern Ontario. The branch administers the Northern Health Travel Grant and a variety of practitioner incentive programs.

NORTHERN HEALTH PROGRAMS AND PLANNING BRANCH
NORTHERN HEALTH TRAVEL GRANT PROGRAM
159 Cedar St., 4th Flr.
Sudbury P3E 6A5
705-670-7280
Fax 705-670-7231

The Northern **Health** Travel Grant Program offsets the cost of travel for residents of **Northern Ontario** who must travel long distances to receive **medical** specialty services.

NORTHERN HEALTH PROGRAMS AND PLANNING BRANCH
UNDERSERVICED AREA PROGRAM
159 Cedar St., 4th Flr.
Sudbury P3E 6A5
705-670-7280
Fax 705-670-7231
HOURS: 8:30-4:30

This program provides financial incentives to recruit **health** care professionals to practice in designated underserviced areas. Incentives are offered to **physicians**, physiotherapists, occupational therapists, speech language pathologists, audiologists and **chiropodists**. The program is responsible for incentive grants, **bursaries**, nursing stations and the Specialist Retention Initiative.

RESOURCES MANAGEMENT OFFICE
Hepburn Block
80 Grosvenor St., 8th Flr.
Toronto M7A 1R3
416-327-8295
HOURS: 8:30-4:30

The Resources Management Office is responsible for providing a strategic focus in the planning and management of human and financial resources for the Health Strategies Group. This includes coordinating the group's estimates process and other financial planning processes, as well as human resources support for branch re-engineering and restructuring etc. The office provides an internal consulting service to the group's program areas on human resource, financial and planning issues, and also coordinates corporate projects and initiatives for the Health Strategies Group.

INSTITUTIONAL HEALTH GROUP

Hepburn Block
80 Grosvenor St., 9th Flr.
Toronto M7A 1R3
416-314-5923
Fax 416-314-5914
HOURS: 8:30-4:30

The Institutional Health Group is responsible for systems management, planning and policy, funding, and the monitoring of the provincial institutional health system. In addition, it facilitates and implements hospital restructuring within the context of an integrated health system, consistent with the ministry's overall policies and strategies.

The Institutional Health Group consists of four branches responsible for 209 public hospitals in Ontario, 14 private hospitals and 8 cancer treatment centres. Public hospitals comprise 184 public general hospitals, with 17 specializing in chronic care and 8 in rehabilitation care only.

Public hospitals provide acute, chronic and rehabilitation services. Some public hospitals only provide convalescent and chronic care or rehabilitation, cancer treatment, or services to specific populations such as children.

INSTITUTIONAL SERVICES BRANCH
5700 Yonge St., 4th Flr.
North York M2M 4K5
416-327-7126
416-314-5629
HOURS: 8:30-4:30

The Institutional Services Branch coordinates and implements hospital funding; facilitates development of provincial institutional policies; monitors and funds provincial priority programs such as cardiovascular services, orthopaedic implants and dialysis services; maintains the ministry's hospital financial and statistical information systems; facilitates development of planning and performance measurement tools; analyses hospital operating and implementation restructuring plans; funds capital construction projects for hospitals,

community health centres, community mental health programs, charitable homes, municipal homes and other health related facilities; develops planning guidelines for design and construction of health facilities; and acts as liaison with the Helath Services Restructuring Commission.

MENTAL HEALTH PROGRAMS AND SERVICES GROUP

5700 Yonge St., 5th Flr.
North York M2M 4K5
416-327-7239
Fax 416-327-7603

The **Mental Health** Programs and Services Group is responsible for facilitating and supporting systems change required for the implementation of mental health reform, as well as funding, policy development and operational monitoring of mental health services, including the 10 provincial psychiatric hospitals, 4 specialty hospitals, 65 general hospital psychiatric units, approximately 370 community mental health programs and 346 homes for special care.

The group supports mental health programs and services, as well as District Health Councils, in achieving the principles of mental health reform, which shifts the focus from institutional to community-based care; improves access to quality care in mental health services, supports where the first priority population is the severely mentally ill, and the consumer/survivor is the centre of the delivery system. The reformed mental health system will provide a comprehensive system of key services and make more effective use of resources.

POPULATION HEALTH AND COMMUNITY SERVICES SYSTEM GROUP

Hepburn Block
80 Grosvenor St., 9th Flr.
Toronto M7A 1R3
416-327-4537
Fax 416-327-4409
HOURS: 8:00-4:30

The Population Health and Community Services System Group has program and divisional responsibility for activities relating to a comprehensive reform of the long-term care system for the elderly and individuals with physical disabilities, as well as activities relating to community health, public health, health promotion, emergency health services and assistive devices.

ASSISTIVE DEVICES BRANCH
5700 Yonge St., 7th Flr.
North York M2M 4K5
416-327-8804
1-800-268-6021 (Toll-free)
1-800-268-6023 (Toll-free) (TTY)
1-800-267-9458 (Toll-free) Payment
OTHER LANGUAGES: French
HOURS: 8:30-4:30

The Assistive Devices Program (**ADP**) and the Home Oxygen Program (HOP) contribute to the cost of selected and prescribed equipment and supplies for Ontario residents who have long-term physical disabilities.

Devices covered for individuals of all ages are prostheses, wheelchairs/mobility aids and specialized seating systems, ostomy supplies, hearing aids and **respiratory equipment**, orthoses (braces, splints), vision and communication aids, enteral feeding devices, burnscar and vascular compression garments and lymphedema pumps. In most cases, ADP contributes up to 75 percent of the cost. People requiring ostomy supplies are eligible for an annual grant of $600. The program also pays an annual grant up to $1100 for incontinence supplies for Ontario residents born after July 1, 1963. HOP contributes 100 percent of the cost of home oxygen for people over age 64, or on social assistance, home care or residing in LTC facilities; and 75 percent for all others.

Individuals claiming support through ADP or HOP must complete an application form, and see a therapist, nurse or other **health** care professional registered with the Assistive Devices Branch (ADB), who will identify the most appropriate equipment (or supplies) to meet the applicant's need.

The ADP/HOP then contributes financially to the purchase of the identified equipment or supplies through payment to equipment vendors holding contracts with ADP or by direct payment to the individual.

Diabetic equipment and supplies are covered for selective age groups either through direct payment to individuals or through a grant to the Canadian Diabetes Association Ontario Division.

COMMUNITY HEALTH DIVISION
5700 Yonge St., 8th Flr.
North York M2M 4K5
416-327-7225

The Community Health Division ensures the efficient and effective management of programs in the area of community health, public health, health promotion, community mental health, the AIDS Bureau, Substance Abuse Bureau, and the Office of Children and Youth Health Policy. The division is also responsible for the development of the Community Health Framework Project.

COMMUNITY HEALTH DIVISION
AIDS BUREAU
5700 Yonge St., 5th Flr.
North York M2M 4K5
1-800-268-6066 (Toll-free)
416-327-8797

The AIDS Bureau provides updated information on all AIDS related issues and funding to community-based groups, supervises the anonymous HIV testing program, provides general educational information to the public, and liaises with other branches within the Ministry of Health on other AIDS issues.

COMMUNITY HEALTH DIVISION
COMMUNITY HEALTH BRANCH
49 Place d'Armes, 2nd Flr.
Kingston K7K 6Z6
613-548-6247
Fax 613-548-6759

5700 Yonge St., 4th Flr.
North York M2M 4K5
416-327-7547
Fax 416-327-7550
HOURS: 8:00-5:00 

The Community Health Branch is responsible for administering the Health Service Organization Program, the Community Health Centre Program, the Comprehensive Health Organization Program, the Midwifery Program and the Northern Diabetes Health Network (NDHN).

COMMUNITY HEALTH DIVISION

COMMUNITY HEALTH BRANCH
COMMUNITY HEALTH CENTRE PROGRAM
5700 Yonge St., 4th Flr.
North York M2M 4K5
416-327-7547
Fax 416-327-7550
HOURS: 8:00-5:00 

Community **Health** Centres (CHC) are organizations which offer a range of coordinated primary care from providers such as physicians, nurses, nutritionists, etc., and health promotion programs, with an emphasis on one or more priority groups. A priority group is defined as having difficulty in accessing an appropriate range of primary health care services, having a higher burden of ill health or a higher risk of developing health problems. CHCs provide service in a multi-disciplinary manner to meet the health needs of the priority groups. CHCs are governed by non-profit community boards elected by community members. Currently, there are 56 approved CHCs offering services throughout 27 communities in Ontario.

COMMUNITY HEALTH DIVISION

COMMUNITY HEALTH BRANCH
DIABETES COMPLICATIONS PREVENTION STRATEGY
5700 Yonge St., 4th Flr.
North York M2M 4K5
416-327-7544 Program Associate

The objectives of the Diabetes Complications Prevention Strategy are to improve access and quality of care for the general population living with diabetes in southern Ontario (south of Parry Sound). The long term goal of the initiative is to significantly reduce the major complications (eg. dialysis, blindness, amputation) resulting from diabetes.

The strategy, announced by the Minister of Health in September 1996, will enable a range of sites to develop or enhance existing diabetes education programs and, in partnership with the Canadian Diabetes Association, establish regional networks to advise District Health Councils (DHCs) and local service providers on service coordination issues.

COMMUNITY HEALTH DIVISION

COMMUNITY HEALTH BRANCH
HEALTH SERVICE ORGANIZATION
5700 Yonge St., 4th Flr.
North York M2M 4K5
416-327-7547
HOURS: 8:30-5:00

Health Service Organization (HSO) is composed of general practitioner and physician groups who receive capitation payment for health services in lieu of Ontario Health Insurance fee-for-service. HSOs capitation payments are on behalf of enrolled roster populations. Further information can be obtained by written inquiries.

COMMUNITY HEALTH DIVISION

COMMUNITY HEALTH BRANCH
NORTHERN DIABETES HEALTH NETWORK
5700 Yonge St., 4th Flr.
North York M2M 4K5
416-327-7544
416-327-7479 Program Associate
HOURS: 8:00-5:00

The Northern Diabetes **Health** Network (NDHN) is a non-profit corporation with the authority to purchase, provide and coordinate diabetes programs and services in the north (north of Parry Sound). The NDHN funds 36 diabetes education and treatment programs across the north.

The long-term goals of the network are to improve access and quality of care available to northerners, reduce unnecessary hospitalizations, improve the health of people with diabetes and prevent diabetes and its complications.

COMMUNITY HEALTH DIVISION

COMMUNITY HEALTH BRANCH
ONTARIO MIDWIFERY PROGRAM
5700 Yonge St., 4th Flr.
North York M2M 4K5
416-327-7540 Midwifery Program Co-ordinator
HOURS: 8:00-5:00

The Ontario **Midwifery** Program funds the delivery of midwifery services. Its four-year plan is to integrate midwifery services into transfer payment agencies like community health centres and family resource centres.

The goal of the Ontario Midwifery Program is to improve maternal and child health outcomes and provide choice in maternity care through a managed community-based funding program. The fundamental features of the Ontario model of midwifery care are continuity of care, informed choice and choice of birth place.

COMMUNITY HEALTH DIVISION

COMMUNITY HEALTH BRANCH
SOUTHERN ABORIGINAL DIABETES INITIATIVE
57OO Yonge St., 4th Flr.
North York M2M 4K5
416-327-7544 Program Associate

The Southern Aboriginal Diabetes Initiative is a service delivery mechanism developed in cooperation with recognized provincial aboriginal organizations. A Reference Group composed of these organizations recommends diabetes education proposals to be funded. To date, 16 programs have been funded.

The objectives of the initiative are to improve access and quality of care for aboriginal people living with diabetes in southern Ontario. The long-term goal of the initiative is to improve the health and reduce the complications resulting from diabetes among southern Ontario aboriginal people.

COMMUNITY HEALTH DIVISION
COMMUNITY HEALTH FRAMEWORK PROJECT
Macdonald Block
900 Bay St., 2nd Flr., Rm. M2-61
Toronto M7A 1E9
416-327-7531
Fax 416-327-7244
HOURS: 8:00-5:00

Community Health Framework Project develops policy and strategies that foster the creation of a community health system and creates conditions to improve and maintain the health of individuals, families and the community.

COMMUNITY HEALTH DIVISION
HEALTH PROMOTION BRANCH
5700 Yonge St., 5th Flr.
North York M2M 4K5
416-314-5493
Fax 416-314-5497
HOURS: 8:00-5:00

The Health Promotion Branch is currently responsible for planning, developing and implementing comprehensive health promotion strategies that address ministry priorities such as tobacco, alcohol, nutrition/physical activity and healthy communities. The branch supports the development of a health promotion system for the province.

COMMUNITY HEALTH DIVISION

HEALTH PROMOTION BRANCH
ALCOHOL AND OTHER DRUGS UNIT
5700 Yonge St., 5th Flr.
North York M2M 4K5
416-314-5473
HOURS: 8:00-5:00

The **Alcohol** and Other **Drugs** Unit supports initiatives aimed at preventing the mis-use of alcohol and other drugs. It works with a wide range of groups involved in mobilizing communities to reduce the burden of alcohol in their communities. The unit funds the FOCUS Community Project, a five-year alcohol prevention project in nine communities. In addition, it supports a number of other activities including the Ontario Drug Awareness Week Partnership, and the development of a drug education project in partnership with the Ministry of Education and Training.

COMMUNITY HEALTH DIVISION

HEALTH PROMOTION BRANCH
HEALTHY COMMUNITIES UNIT
5700 Yonge St., 5th Flr.
North York M2M 4K5
416-314-5478
HOURS: 8:00-5:00

The Healthy Communities Unit supports local communities by assisting them in developing and implementing health promotion initiatives. The unit works with various organizations, such as the Ontario Prevention Clearing House and the Centre for Health Promotion, to offer training, resources and consultation to communities. These include the provincial demonstration programs (Best Start Community Action for Healthy Babies, Heart Health Action and Healthy Lifestyles Programs), designed to help communities carry out comprehensive health promotion programs. Through its Healthy Community Grants Program, the unit works with District Health Councils to provide communities with incentive funding to help them carry out their local health promotion initiatives and build on resources currently within communities.

COMMUNITY HEALTH DIVISION

HEALTH PROMOTION BRANCH
NUTRITION AND PHYSICAL ACTIVITY UNIT
5700 Yonge St., 5th Flr.
North York M2M 4K5
416-314-5487
Fax 416-314-5497
HOURS: 8:00-5:00

The Nutrition and Physical Activity Unit goal is to increase the proportion of the population practising healthy eating and physical activity habits. Current developmental and support initiatives around nutrition and physical activity are organized by the Nutrition and Physical Activity Unit and include the Active Living Community Action Project and the promotion of the Healthy Eating Manual, a small group education resource.

COMMUNITY HEALTH DIVISION

HEALTH PROMOTION BRANCH
TOBACCO STRATEGY UNIT
5700 Yonge St., 5th Flr.
North York M2M 4K5
416-314-5474
HOURS: 8:00-5:00

The **Tobacco** Strategy Unit of the Health Promotion Branch is responsible for the implementation of the Ontario Tobacco Strategy.

The three main purposes of the strategy are the prevention of tobacco use, particularly by children and adolescents; protection from exposure to environmental tobacco smoke (second-hand smoke); and support for smoking cessation. Proclamation date of the Tobacco Control Act is November 30, 1994.

COMMUNITY HEALTH DIVISION
ONTARIO SUBSTANCE ABUSE BUREAU
5700 Yonge St., 5th Flr.
North York M2M 4K5
416-327-8856
Fax 416-327-0854
OTHER LANGUAGES: French
HOURS: 8:30-5:00

The goal of the Ontario **Substance Abuse** Bureau is to reduce or eliminate substance abuse and other addictive behaviors by developing prevention/education strategies, funding direct treatment programs for people with substance abuse problems, establishing programs to address problem gambling, and funding the Addiction Research Foundation. The bureau also coordinates Ontario's Substance Abuse Strategy - Partners in Action, and is responsible for government-wide planning and policy on substance abuse issues.

COMMUNITY HEALTH DIVISION
PUBLIC HEALTH AGENCIES
Waterloo Health Unit
99 Regina St.
P. O. Box 1633
Waterloo N2J 4V3
519-883-2240

A Public **Health** Agency Unit is an official health agency established by a group of urban and rural municipalities to provide a more efficient community health program, carried out by full-time, specially qualified staff.

There are 42 public health units in Ontario. Health units administer health promotion and disease prevention programs to inform the public about healthy life-styles, communicable disease control including education in STDs/AIDS, immunization, food premises inspection, healthy growth and development including parenting education, health education for all age groups and selected screening services.

Each health unit is governed by a board of health, which is an autonomous corporation under the Health Protection and Promotion Act, and is administered by the medical officer of health who reports to the local board of health. The board is largely made up of elected representatives from the local municipal councils. The ministry cost-shares the expenses with the municipalities.

Simcoe County District Health Unit
15 Sperling Dr.
Barrie L4M 6K9
705-721-7330
HOURS: 8:00-5:00

Hastings and Prince Edward Counties Health Unit
179 North Park St.
Belleville K8P 4P1
613-966-5500
HOURS: 8:00-5:00

Muskoka-Parry Sound Health Unit
10 Pine St.
Bracebridge P1L 1N3
705-645-4471
HOURS: 8:00-5:00

Peel Regional Health Dept.
199 County Court Blvd.
Brampton L6W 4P3
905-791-9400
HOURS: 8:00-5:00

Brant County Health Unit
194 Terrace Hill St.
Brantford N3R 1G7
519-753-7377
HOURS: 8:00-5:00

Leeds, Grenville and Lanark District Health Unit
458 Laurier Blvd.
Brockville K6V 7A3
613-345-5685
HOURS: 8:00-5:00

Kent-Chatham Health Unit
435 Grand Ave. W.
P. O. Box 1136
Chatham N7M 5L8
519-352-7270
HOURS: 8:00-5:00

Huron County Health Unit
Hwy. 4 S., R.R. 5
Clinton N0M 1L0
519-482-3416
HOURS: 8:30-5:00

Eastern Ontario Health Unit
1000 Pitt St.
Cornwall K6J 5T1
613-933-1375
HOURS: 8:00-5:00

Borough of East York Health Unit
850 Coxwell Ave.
East York M4C 5R1
416-461-8136
HOURS: 8:00-5:00

City of Etobicoke Health Unit
City Hall
399 The West Mall
Etobicoke M9C 2Y2
416-394-8300
HOURS: 8:00-5:00

Wellington-Dufferin-Guelph Health Unit
205 Queen St. E.
Fergus N9M 1T2
519-843-2460
HOURS: 8:00-5:00

Hamilton-Wentworth Regional
Department of Public Health Services
25 Main St. W.
P. O. Box 897
Hamilton L8N 3P6
905-546-3500
HOURS: 8:00-5:00

Northwestern Health Unit
21 Wolsley St.
Kenora P9N 3W7
807-468-3147
HOURS: 8:00-5:00

Kingston, Frontenac, Lennox and
Addington Health Unit
221 Portsmouth Ave.
Kingston K7M 1V5
613-549-1232
HOURS: 8:00-5:00

Middlesex-London Health Unit
50 King St.
London N6A 5L7
519-663-5317
HOURS: 8:00-5:00

Timiskaming Health Unit
221 Whitewood Ave.
P. O. Box 1240
New Liskeard P0J 1P0
705-647-4305
HOURS: 8:00-5:00

York Regional Health Department
17250 Yonge St.
Box 147
Newmarket L3Y 6Z1
905-895-4511
HOURS: 8:00-5:00

North Bay and District Health Unit
101 Mcintyre St. W.
P. O. Box 450
North Bay P1B 8J1
705-474-1400
HOURS: 8:00-5:00

City of North York Health Unit
5100 Yonge St.
North York M2N 5V7
416-395-7700
HOURS: 8:00-5:00

Halton Regional Health Department
1151 Bronte Rd.
P. O. Box 7000
Oakville L6M 3L1
905-825-6060
HOURS: 8:00-5:00

Ottawa-Carleton Health Department
495 Richmond Rd.
Ottawa K2A 4A4
613-722-2328
OTHER LANGUAGES: French
HOURS: 8:00-5:00

Bruce-Grey-Owen Sound Health Unit
920 First Ave. W.
Owen Sound N4K 4K5
519-376-9420
HOURS: 8:00-5:00

Renfrew County and District Health Unit
7 International Dr.
Pembroke K8A 6W5
613-732-3629
HOURS: 8:00-5:00

Peterborough County - City Health Unit
10 Hospital Dr.
Peterborough K9J 8M1
705-743-1000
HOURS: 8:00-5:00

Lambton Health Unit
160 Exmouth St.
Point Edward N7T 7Z6
519-383-8331
HOURS: 8:00-5:00

Haliburton, Kawartha, Pine Ridge
District Health Unit
200 Rose Glen Rd.
P. O. Box 90
Port Hope L1A 3V9
905-885-9100
HOURS: 8;00-5:00

Algoma Health Unit
Civic Centre
99 Foster Dr., 6th Flr.
Sault Ste. Marie P6A 5X6
705-759-5287
HOURS: 8:00-5:00

City of Scarborough Health Department
Scarborough Civic Centre
160 Borough Dr.
Scarborough M1P 4N8
416-396-7454
HOURS: 8:00-5:00

Haldimand-Norfolk Regional Health Unit
365 West St.
P. O. Box 247
Simcoe N3Y 4L1
519-426-6170
HOURS: 800-5:00

Niagara Regional Area Health Unit
573 Glenridge Ave.
P. O. Box 3040
St. Catharines L2R 7E3
905-688-3762
HOURS: 8:00-5:00

Elgin-St. Thomas Health Unit
99 Edward St.
St. Thomas N5P 1Y8
519-631-9900
HOURS: 8:00-5:00

Perth District Health Unit
653 West Gore St.
Stratford N5A 1L4
519-271-7600
HOURS: 8:00-5:00

Sudbury and District Health Unit
1300 Paris St.
Sudbury P3E 3A3
705-522-9200
HOURS: 8:00-5:00

Thunder Bay District Health Unit
999 Balmoral St.
Thunder Bay P7B 6E7
807-625-5900
HOURS: 8:00-5:00

Porcupine Health Unit
169 Pine St. S.
P. O. Bag 2012
Timmins P4N 8B7
705-267-1181
HOURS: 8:00-5:00

City of Toronto Health Unit
City Hall, E. Tower
100 Queen St. W., 7th Flr.
Toronto M5H 2N2
416-392-7401
HOURS: 8:00-5:00

City of York Health Unit
2700 Eglinton Ave. W.
Toronto M6M 1V1
416-394-2436
HOURS: 8:00-5:00

Waterloo Health Unit
99 Regina St.
P. O. Box 1633
Waterloo N2G 4V3
519-883-2240
HOURS: 8:00-5:00

Durham Regional Health Unit
Whitby Mall, Lang Tower, W. Bldg.
1615 Dundas St. E., Ste. 210
Whitby L1N 2L1
905-723-8521
HOURS: 8:00-5:00

Windsor-Essex County Health Unit
1005 Ouellette Ave.
Windsor N9A 4J8
519-258-2146
HOURS: 8:00-5:00

Oxford County Health Unit
410 Buller St.
Woodstock N4S 4N2
519-539-6121
HOURS: 8:00-5:00

COMMUNITY HEALTH DIVISION
PUBLIC HEALTH BRANCH
5700 Yonge St., 8th Flr.
North York M2M 4K5
416-327-7392
Fax 416-327-7438
OTHER LANGUAGES: French
HOURS: 8:00-5:00

The Public **Health** Branch provides leadership and support to Ontario's public health system through comprehensive consultant support services to 42 boards of health; advice to corporate management on public health issues; a provincial epidemiology service and response to control outbreaks of disease; and management of transfer payments for public health programs. The branch also maintains a comprehensive database for health care planning at the ministry and local levels.

COMMUNITY HEALTH DIVISION

PUBLIC HEALTH BRANCH
CHILD AND YOUTH HEALTH UNIT
5700 Yonge St., 8th Flr.
North York M2M 4K5
416-327-7228
Fax 416-327-7230

The Child and Youth Health Unit is responsible for the development and implementation of child and youth health strategy, to promote and preserve the health and well-being of Ontario's children. The office provides a focal point for policy development and coordination of children and youth health issues within the Ministry of Health. As well, the office collaborates with other ministries and sectors on issues of common concern regarding children and youth.

COMMUNITY HEALTH DIVISION

PUBLIC HEALTH BRANCH
CORPORATE LIAISON AND RESOURCE SERVICE
5700 Yonge St., 8th Flr.
North York M2M 4K5
416-327-7398
Fax 416-327-7438
HOURS: 8:00-5:00

The Corporate Liaison and Resource Service provides overall planning and coordination for mandatory public health programs through the 42 boards of health in Ontario; liaison with the board chairpersons and medical officers of health for the boards of health on management, administration and organizational issues; coordination of the branch's funding to boards of health; and information systems support to public health programs.

COMMUNITY HEALTH DIVISION

PUBLIC HEALTH BRANCH
DISEASE CONTROL SERVICE
5700 Yonge St., 8th Flr.
North York M2M 4K5
416-327-7413
Fax 416-327-7438
HOURS: 8:00-5:00

The Disease Control Service is a comprehensive provincial epidemiology service which collects **statistics** on disease trends, including infectious and non-infectious **diseases**; sexually transmitted diseases, including **AIDS**; animal diseases with human implications; and various environmental hazards with public **health** implications.

The office supplies local boards of health with **vaccines**, **snake** anti-venom, anti-rabies treatment and drugs for the treatment of **tuberculosis**, leprosy and sexually transmitted diseases. A consultative service is provided to medical officers of health, private physicians, and other ministries and agencies in matters of disease control.

COMMUNITY HEALTH DIVISION

PUBLIC HEALTH BRANCH
OFFICE OF THE CHIEF MEDICAL OFFICER OF HEALTH
5700 Yonge St., 8th Flr.
North York M2M 4K5
416-327-7392
HOURS: 8:00-5:00

The Office of the Chief Medical Officer of Health provides recommendations for policy and long-range planning to prevent the spread of disease, promote and protect health. The Chief Medical Officer of Health monitors the organization and delivery of public health programs and services provided by local boards of health, and when directed by the minister, will act to protect health and ensure the provision of necessary public health programs and services.

COMMUNITY HEALTH DIVISION

PUBLIC HEALTH BRANCH
POPULATION HEALTH SERVICE
5700 Yonge St., 8th Flr.
North York M2M 4K5
416-327-7377
HOURS: 8:00-5:00

The Population Health Service provides consultative and support services to boards of health staff in the delivery of the healthy growth and development, and healthy lifestyles goals of the mandatory health programs and services. Inter-disciplinary teams of professionals are responsible for the provision of technical and professional information; development of standards, guidelines and program implementation strategies; staff training and education; networking; assistance in data collection and monitoring; budget reviews; and linkage with resources and professional bodies. The service also provides a central resource in the areas of epidemiology, health surveillance, public health research and public health planning. In conjunction with other services in the branch, the service is responsible for the planning and implementation of public health research projects; collection, analysis, interpretation and dissemination of health information; evaluation of public health programs and activities; and issue identification, analysis and policy formulation.

EMERGENCY HEALTH SERVICES BRANCH
5700 Yonge St., 6th Flr.
North York M2M 4K5
416-327-7900
HOURS: 8:00-5:00

The branch is responsible for overseeing, planning and coordinating the Ministry of Health's efforts to reduce mortality and morbidity due to sudden illness or injury; and for the provision of basic and advanced (paramedic) **ambulance services** in Ontario. Activities include licensing private, municipal, volunteer and hospital-based ambulance services and supporting community-based first response teams; operating 10 fleet services staffed by Ministry of Health personnel; and coordinating air ambulance transfers through a central Medical Air Transport Centre. Emergency ambulance service can be requested via the number listed in local telephone directories or by dialing "0" for operator. 911 is the preferrable method of access where available.

The head office is located in Toronto with regional offices throughout the province. Regional staff provides a direct link with the head office in Toronto; coordinates the review and approval of funds allocated to each ambulance service; offers advice related to disaster planning and ambulance service training programs; evaluates ambulance vehicle and equipment needs within the region; liaises with all levels of municipal, provincial and federal governments to ensure appropriate ambulance services; provides advice to ambulance service operators to ensure service is consistent with legislated requirements; and handles public inquiries and **complaints** with the system.

Land Ambulance (Region 4)
75 Spring St.
P. O. Box 790
Almonte K0A 1A0
613-256-3070
HOURS: 8:00-5:00

Land Ambulance (Region 3)
273 Tiffin St., Ste. 101
Barrie L4N 2N3
705-726-3541
705-726-8103 Emergency Duty Officer (after hours)
HOURS: 8:00-5:00

Air Ambulance
Medical Air Transport Centre
99 Adesso Dr.,, 2nd Flr.
Concord L4K 3C7
416-326-6278
416-327-8198 Claims & Payments
705-726-8108 Barrie, Emergency Room after hour Duty Officer
HOURS: 8:00-5:00

Land Ambulance (Region 2)
282 Fennell Ave.
P. O. Box 120, LCD1
Hamilton L8L 7T5
905-383-6656
HOURS: 8:00-5:00

Land Ambulance (Region 1)
205 York St., 3rd Flr.
London N6A 1B4
519-661-1790
HOURS: 8:00-5:00

Invoice Processing Cost Information Unit
5700 Yonge St., 6th Flr.
North York M2M 4K5
416-327-8198

Land Ambulance (Region 5)
199 Larch St., Ste. 101
Sudbury P3E 5P9
705-675-4336
HOURS: 8:00-5:00

Land Ambulance (Region 6)
435 James St. S., Ste. 223
Thunder Bay P7E 6S7
807-475-1290
HOURS: 8:00-5:00

LONG-TERM CARE DIVISION
Hepburn Block
80 Grosvenor St., 5th Flr.
Toronto M7A 1E9
416-327-8370
Fax 416-327-8375
HOURS: 8:00-5:00

Long-Term Care Division is responsible for managing the integration of health and social services programs in a decentralized structure to serve senior citizens, adults with physical disabilities, persons with acquired brain injury, persons (including children) who require health services at home, and children who require health services to remain in school.

The division consists of five Regional Offices across the province (along with local offices associated with each Regional Office), as well as the Program Standards, In-Home Services and Residential Services branches, and a Management Support Unit in the Executive Director's Office. Effective April 1, 1997, the division continues to operate with five Regional Offices and the Program Standards Branch, with the Residential Services Branch, In-Home Services Branch and Management Support Unit amalgamated into one branch called the Operations Support Branch.

The five Regional Offices work with other provincial government offices and district health councils to plan local implementation of changes in the long-term care system. Each Regional Office covers a specific geographic territory and is responsible for managing a system of services within that region. The following programs are funded and monitored by the Regional Offices: long-term care facilities (in partnership with the division's Residential Services Branch), community support services, elderly persons centres, homemakers and nurses services, supportive housing, attendant outreach programs, community services for people with acquired brain injury, children's treatment centres, placement coordination services and palliative care initiatives.

Information concerning the Home Care Program and School Health Support Services is available through the In-Home Services Branch. Information concerning long-term care facilities and facility residents is available through the Regional Offices and the Residential Services Branch.

REGIONAL AND SUB-OFFICES

11 Victoria St., Ste. 200
Barrie L4N 6T3
705-739-6470
1-800-463-0102 (Toll-free)
Fax 705-739-6473
HOURS: 8:30-5:00

119 King St. W., 10th Flr.
Box 2112
Hamilton L8N 4Y7
905-546-8294
1-800-461-7137 (Toll-free)
Fax 905-546-8255
HOURS: 8:30-5:00

859 Princess St.
Kingston K7L 1G7
613-531-9629
1-800-667-1062 (Toll-free)
Fax 613-548-6774
HOURS: 8:30-5:00

231 Dundas St., Ste. 201
London N6A 1H1
519-675-7680
1-800-663-3775 (Toll-free)
Fax 519-675-7685
HOURS: 8:30-5:00

4 Robert Speck Pky., Ste. 310
Mississauga L4Z 1S1
905-279-7867
1-800-565-4213 (Toll-free)
Fax 905-279-7878
HOURS: 8:30-5:00

176 Main St. W., 2nd Flr.
North Bay P1B 2T6
705-494-4024
1-800-363-8157 (Toll-free)
Fax 705-494-4030
HOURS: 8:30-5:00

47 Clarence St., Ste. 310
Ottawa K1N 9K1
613-241-4263
1-800-668-1697 (Toll-free)
Fax 613-239-1535
OTHER LANGUAGES: French
HOURS: 8:30-5:00

Regency Square
150 King St., 3rd Flr.
Peterborough K9J 2R9
705-741-5634
1-800-567-1045 (Toll-free)
Fax 705-745-1446
HOURS: 8:30-5:00

301 St. Paul St., 9th Flr.
St. Catharines L2R 7R4
905-704-4040
1-800-567-0251 (Toll-free)
Fax 905-704-4044
HOURS: 8:30-5:00

Provincial Government Bldg
199 Larch St., Ste. 702
Sudbury P3E 5P9
705-688-3130
1-800-663-6965 (Toll-free)
Fax 705-688-3133
HOURS: 8:30-5:00

180 Park Ave., Ste. 130
Thunder Bay P7B 6J4
807-346-9300
Fax 807-343-7567
HOURS: 8:30-5:00

3161 Yonge St., Ste. 201
Toronto M4S 3A6
416-327-8952
Fax 416-327-4486
HOURS: 8:30-5:00

Luthern Life Bldg.
470 Weber St. N., Ste. 201
Waterloo N2L 6J2
519-725-2850
1-800-665-0143 (Toll-free)
Fax 519-571-6008
HOURS: 8:30-5:00

215 Eugenie St. W., Ste. 300
Windsor N8X 2X7
519-250-0788
1-800-667-5953 (Toll-free)
Fax 519-973-1360
HOURS: 8:30-5:00

LONG-TERM CARE DIVISION
IN-HOME SERVICES BRANCH
Hepburn Block
80 Grosvenor St., 5th Flr.
Toronto M7A 1E9
416-326-9728
Fax 416-326-0888
HOURS: 8:00-5:00

5700 Yonge St., 7th Flr.
North York M4K 4K5
416-327-7458
Fax 416-327-7481
HOURS: 8:00-5:00

This branch funds, via Home Care Programs, the provision of in-home services. The branch consists of two units, the Policy and Planning Unit and the Provincial Programs Unit.

LONG-TERM CARE DIVISION

IN-HOME SERVICES BRANCH
POLICY AND PLANNING UNIT
Hepburn Block
80 Grosvenor St., 5th Flr.
Toronto M7A 1E9
416-326-9728
Fax 416-326-0888
HOURS: 8:30-5:00

The Policy and Planning Unit develops operational policies and provides advice on the development of policies, program design, regulations and communication of policies.

LONG-TERM CARE DIVISION

IN-HOME SERVICES BRANCH
PROVINCIAL PROGRAMS UNIT
5700 Yonge St., 7th Flr.
North York M2M 4K5
416-327-7458
Fax 416-327-7481
OTHER LANGUAGES: French
HOURS: 8:30-5:00

The Provincial Programs Unit works directly with the 38 **home care** programs. Local home care programs provide visiting services, e.g., **nursing**, **occupational therapy**, **physiotherapy**, speech language pathology, **social work**, nutritional counselling and homemaking to people of any age who have **medical** problems or physical disabilities that affect their ability to function independently at home. The local home care program also provides professional services to assist children to attend publicly-funded schools (as defined by the Education Act), when treatment outside the school setting would disrupt the child's educational program.

Home care programs provide or purchase these services and multi-disciplinary teams of professional and support personnel provide the services. Drugs, medical supplies and equipment can be provided as well. The home care program is available throughout the province. Referrals should be made to the nearest local home care program office.

Simcoe County Home Care Program
15 Sperling Dr.
Barrie L4M 6K9
705-721-7330
Fax 705-722-5237

Hastings & Prince Edward Counties
Home Care Program
c/o Belleville General Hospital
265 Dundas St. E.
P. O. Box 428
Belleville K8N 5A9
613-966-3530
Fax 613-966-0996
HOURS: 8:00-5:00

Brant Home Care Program
274 Colborne St.
Brantford N3T 2H5
519-759-7752
Fax 519-759-7130
HOURS: 8:00-5:00

Leeds, Grenville and Lanark Home Care Program
c/o Leeds, Grenville & Lanark Health
458 Laurier Blvd.
Brockville K6V 7A3
613-345-0060
Fax 613-345-3294
HOURS: 8:00-5:00

Halton Region Home Care Program
460 Brant St.
Burlington L7R 4B6
905-639-5228
Fax 905-639-5320
HOURS: 8:00-5:00

Kent-Chatham Home Care Program
220 Riverview Dr.
P. O. Box 306
Chatham N7M 5K4
519-351-9780
Fax 519-352-1373
HOURS: 8:00-5:00

Huron County Home Care Program
80 Mary St.
P. O. Box 458
Clinton N0M 1L0
519-482-3411
Fax 519-482-7231
HOURS: 8:00-5:00

Eastern Ontario Health Unit
1000 Pitt St.
Cornwall K6J 5T1
613-933-1375
Fax 613-933-9916
HOURS: 8:00-5:00

Ottawa-Carleton Region Home Care Program
1223 Michael St.
Gloucester K1J 7T2
613-745-5525
Fax 613-745-6984
HOURS: 8:00-5:00

Wellington-Dufferin-Guelph Home Care Program
2 Quebec St., 2nd Flr.
Guelph N1H 2T3
519-823-2550
Fax 519-823-8682
HOURS: 8:00-5:00

Hamilton-Wentworth Home Care Program
414 Victoria Ave. N.
Hamilton L8L 5G8
905-523-8600
Fax 905-528-1883
HOURS: 8:00-5:00

Muskoka-East Parry Sound Home Care Program
354 Muskoka Rd. 3 N.
Box 1
Huntsville P1H 1H7
705-789-6451
Fax 705-789-1982
HOURS: 8:00-5:00

Northwestern Home Care Program
21 Wolsley St.
Kenora P9N 3W7
807-468-6491
Fax 807-468-1437
HOURS: 8:00-5:00

Kingston, Grenville & Lanark Home Care Program
471 Counter St.
Kingston K7M 3L5
613-544-7090
Fax 613-544-1494
HOURS: 8:00-5:00

Timiskaming Home Care Program
31 Station Rd. N.
P. O. Box 98
Kirkland Lake P2N 3M6
705-567-9355ext203
Fax 705-567-5476
HOURS: 8:00-5:00

Haliburton, Kawartha, Pine Ridge District Home Care Program
108 Angeline St. S.
P. O. Box 565
Lindsay K9V 4S5
705-324-9165
Fax 705-324-0884
HOURS: 8:00-5:00

Middlesex-London Home Care Program
50 King St.
London N6A 5L7
519-663-5332ext2420
Fax 519-432-1645
HOURS: 8:00-5:00

Peel Region Home Care Program
2227 South Millway, Ste. 202
Mississauga L5L 3R6
905-791-7800ext7309
Fax 905-820-3368

York Region Home Care Program - Regional Municipality of York
1100 Gorham St., Unit 1
Newmarket L3Y 7V1
416-221-3212
Fax 416-221-3587
HOURS: 8:00-5:00

North Bay & District Home Care Program
The Thomson Bldg.
101 McIntyre St. W.
P. O. Box 450
North Bay P1B 8J1
705-474-1400
Fax 705-474-0080
HOURS: 8:00-5:00

Six Nations Home Care Program
Chiefswood Rd.
Ohsweken N0A 1M0
519-445-2201
Fax 519-445-4914

Grey-Bruce Home Care Program
301-920 lst Ave. W.
Owen Sound N4K 4K5
519-371-2112
Fax 519-371-5612
HOURS: 8:00-5:00

Parry Sound Home Care Program
50-B Sequin St.
Parry Sound P2A 1B4
705-746-9351
Fax 705-746-4812
HOURS: 8:00-5:00

Renfrew Home Care Program
7 International Dr.
Pembroke K8A 6W5
613-735-4133
Fax 613-732-8752
HOURS: 8:00-5:00

Peterborough Home Care Program
10 Hospital Dr.
Peterborough K9J 8M1
705-743-2212
Fax 705-743-9559
HOURS: 8:00-5:00

Sarnia-Lambton Home Care Program
Bldg. #1040
1086 Modeland Rd.
Sarnia N7T 7S6
519-336-8112
Fax 519-336-1419

Algoma Home Care Program
369 Queen St. E., Ste. 1
Sault Ste. Marie P6A 1Z4
705-949-1650
Fax 705-949-1663
HOURS: 8:00-5:00

Haldimand-Norfolk Home Care Program
76 Victoria St.
Simcoe N3Y 1L5
519-426-7400
Fax 519-426-7622
HOURS: 8:00-5:00

Niagara Region Home Care Program
573 Glenridge Ave.
St. Catharines L2T 4C2
905-684-9441
Fax 905-684-8463
HOURS: 8:00-5:00

Elgin-St. Thomas Home Care Program
99 Edward St.
St. Thomas N5P 1Y8
519-631-9907
Fax 519-631-2236

Perth District Home Care Program
653 West Gore St.
Stratford N5A 1L4
519-273-2010
Fax 519-273-2847
HOURS: 8:00-5:00

Sudbury & District Home Care Program
1760 Regent St. S.
Sudbury P3E 3Z8
705-522-3460
Fax 705-522-3855
HOURS: 8:00-5:00

Thunder Bay Home Care Program - Victorian Order of Nurses
1139 Alloy Dr., Ste. 220
Thunder Bay P7B 6M8
807-344-0012
Fax 807-345-3476
HOURS: 8:00-5:00

Porcupine Home Care Program
12 Erin St. N.
Timmins P4N 6A1
705-267-7766
Fax 705-267-7795
HOURS: 8:00-5:00

Waterloo Regional Home Care Program
99 Regina St. S.
Box 1612
Waterloo N2J 4G6
519-883-2210
Fax 519-883-2234
HOURS: 8:00-5:00

Durham Regional Home Care Program
605 Brock St. N.
Whitby L1N 4J3
905-430-3308
Fax 905-430-3297
HOURS: 8:00-5:00

Home Care Program for Metropolitan Toronto
45 Sheppard Ave. E., 7th Flr.
Willowdale M2N 5W9
416-229-2929
Fax 416-229-1274
HOURS: 8:00-5:00

Windsor-Essex Home Care Program - Victorian Order of Nurses
3000 Temple Dr.
Windsor N8W 5J6
519-974-3388ext225
Fax 519-974-1746
HOURS: 8:00-5:00

Oxford County Home Care Program
410 Buller St.
P. O. Box 815
Woodstock N4S 4N2
519-539-1284
Fax 519-539-0065
HOURS: 8:00-5:00

LONG-TERM CARE DIVISION
PLACEMENT COORDINATION SERVICES

Placement Coordination Services (PCS) provide a single channel to help people requiring placement in long-term care facilities obtain suitable **accommodation** and appropriate services. There are 36 Placement Coordination Services located in communities across the province.

Placement Coordination Services (PCS) are funded by the Ministry of Health to operate in their respective communities. PCS's are responsible for managing the process by determining eligibility for placement in a long-term care facility. All long-term care facility admissions, by legislation, must go through the PCS.

Simcoe County PCS
15 Sperling Dr.
Barrie L4M 6K9
705-721-7951
Fax 705-722-9927

Hastings & Prince Edward Counties PCS
375 Dundas St. W., Ste. 201
Belleville K8P 1B3
613-962-7272
Fax 613-962-7393

Peel Region PCS
199 County Court Blvd., 2nd Flr.
Brampton L6T 4B9
905-791-7800ext2600
905-796-0348
HOURS: 8:00-5:00

Brant County PCS
446 Gray St., Ste. 101
Brantford N3S 7L6
519-759-3141
Fax 519-759-3960
HOURS: 8:00-5:00

Leeds, Grenville and Lanark PCS
458 Laurier Blvd.
Brockville K6V 7A3
613-345-3294
1-800-267-8116 (Toll-free)
Fax 613-345-3294
HOURS: 8:00-5:00

Kent County PCS
204-405 Riverview Dr.
R. R. #5
Chatham N7M 5J5
519-352-5257
519-352-4655
HOURS: 8:00-5:00

Huron County PCS
P. O. Box 458
Clinton N0M 1L0
519-482-5666
1-800-267-0535 (Toll-free)
Fax 519-482-1485

Eastern Counties PCS
205 Second St. E.
Cornwall K6H 1Y6
613-932-3681
613-932-6042
HOURS: 8:00-5:00

Northwestern PCS
31 Whyte Ave.
Dryden P8N 1Z3
807-223-8480
1-800-267-7110 (Toll-free) (807 code)
Fax 807-223-7381

Ottawa PCS
1223 Michael St., 3rd Flr.
Glouchester K1J 7T2
613-727-0132
Fax 613-727-6914
OTHER LANGUAGES: French
HOURS: 8:00-5:00

Wellington-Dufferin PCS
176 Speedvale Ave. W., Unit 2
Guelph N1H 1C3
519-824-5021
Fax 519-824-3327
HOURS: 8:00-5:00

Timiskaming PCS
240 Georgina Ave., Unit 112
Haileybury P0J 1K0
705-672-5110
1-800-822-6426 (Toll-free)
Fax 705-672-3887

Hamilton-Wentworth PCS
414 Victoria Ave. N.
Hamilton L8L 5G8
905-528-1512
Fax 905-522-2812
HOURS: 8:00-5:00

East Muskoka/Parry Sound PCS
354 Muskoka Rd. 3 N., Unit 5
Huntsville P1H 1H7
705-789-6457
1-800-263-2805 (Toll-free) (area code 705)
Fax 705-746-5420

Kingston, Frontenac, Lennox and Addington PCS
471 Counter St.
Kingston K7M 3L5
613-544-7090
Fax 613-544-3888
HOURS: 8:00-5:00

Waterloo Region PCS
40 Spadina Rd. W.
Kitchener N2M 1E9
519-749-6789
Fax 519-749-6798
HOURS: 8:00-5:00

Haliburton, Kawartha Pine Ridge PCS
108 Angeline St.
Box 565
Lindsay K9V 4L5
705-324-9165
1-800-347-0285 (Toll-free)
1-800-347-0229 (Toll-free)
(Northhumber.)
Fax 705-324-0884

Thames Valley PCS
1151 Florence St., Lower Level, Ste. 100
London N5W 2M7
519-547-1210
1-800-265-1521 (Toll-free)
Fax 519-457-1313
HOURS: 8:00-5:00

York Region PCS
3190 Steeles Ave. E., Ste. 352
Markham L3R 1G9
905-477-0658
Fax 905-477-3082
HOURS: 8:00-5:00

Nipissing & District PCS
101 McIntyre St. W.
Box 450
North Bay P1B 8J1
705-472-9176
Fax 705-472-8965

Halton PCS
627 Lyons Lane, Ste. 200
Oakville L6J 5Z7
905-339-2252
Fax 905-339-2261
HOURS: 8:00-5:00

Grey-Bruce PCS
954 1st Ave. North
Owen Sound N4K 4K5
519-371-2112
1-800-265-3029 (Toll-free)
Fax 519-376-9944
OTHER LANGUAGES: French

West Parry Sound/West Muskoka PCS
10 James St.
Parry Sound P2A 1T3
705-746-2543
1-800-440-6762 (Toll-free)
Fax 705-746-5420

Renfrew County and District PCS
7 International Dr.
Pembroke K8A 6W5
613-735-8658
1-800-267-3112 (Toll-free) (area code 613)
Fax 613-732-2051

Continuing Care Coordination Family Counselling Services of Peterborough
343 Stewart St.
Peterborough K9H 4A7
705-741-6444
Fax 705-741-6446
HOURS: 8:00-5:00

Sarnia-Lambton PCS
Bldg. 1040
1086 Modeland Rd.
Sarnia N7T 7S6
519-336-0172
Fax 519-336-2619
HOURS: 8:00-5:00

Algoma District PCS
Market Mall
275 Second Line W.
Sault Ste. Marie P6C 2J4
705-759-2491
1-800-668-7705 (Toll-free)
Fax 705-942-8043
HOURS: 8:00-5:00

Perth County PCS
Medial Bldg.
386 Cambria St.
Stratford N5A 1J4
519-272-2274
1-800-269-3683 (Toll-free) (area code 519)
Fax 519-272-2285

Sudbury-Manitoulin PCS
1300 Kelly Lake Rd.
Sudbury P3E 5P4
705-671-3151
Fax 705-671-9399
HOURS: 8:00-5:00

Niagara PCS
3550 Schmon Pkwy., Unit 3
Thorold L2V 4Y6
416-988-3667
1-800-263-7161 (Toll-free)
Fax 416-988-3670
HOURS: 8:00-5:00

Thunder Bay PCS
300 North Lillie St.
Thunder Bay P7E 3N1
807-623-1666
Fax 807-623-1625
HOURS: 8:00-5:00

Cochrane District PCS
12 Elm St. N.
Timmins P4N 6A1
705-267-7766
Fax 705-267-7795
HOURS: 8:00-5:00

Metropolitan Toronto PCS
55 Eglinton Ave. E., Unit 701
Toronto M4P 1G8
416-482-0200
Fax 416-482-1030

Haldimand-Norfolk PCS
101 Nanticoke Creek Pkwy.
P. O. Box 5156
Townsend N0A 1S0
519-587-4862
Fax 519-587-4671
HOURS: 8:00-5:00

Durham Region PCS
Lang Tower
1615 Dundas St. E., 2nd Flr., Ste. 201
Whitby L1N 2L1
905-725-5700
1-800-668-5835 (Toll-free)
Fax 905-725-5713
HOURS: 8:00-5:00

Windsor-Essex PCS
3000 Temple Dr.
Windsor N8W 5E5
519-974-3388
Fax 519-974-3051
HOURS: 8:00-5:00

LONG-TERM CARE DIVISION
PROGRAM STANDARDS BRANCH
Hepburn Block
80 Grosvenor St., 5th Flr.
Toronto M7A 1E9
416-326-9571
Fax 416-326-1218
HOURS: 8:00-5:00

The Program Standards Branch of the Long-Term Care Division develops policies and designs programs for both community and facility-based services in the long-term care system for senior citizens, adults with physical disabilities, persons with acquired brain injury, persons (including children) requiring health services at home and children requiring health services to remain in school.

LONG-TERM CARE DIVISION
RESIDENTIAL SERVICES BRANCH
5700 Yonge St., 7th Flr.
North York M2M 4K5
416-327-7357
Fax 416-327-7364
OTHER LANGUAGES: French
HOURS: 8:30-5:00

The Residential Services Branch administers legislation, policies and programs relating to the operation of provincially funded long-term care facilities, i.e., **nursing homes** and **homes for the aged**. It has a corporate office in Toronto and three regional offices located in Toronto, London and Ottawa.

Nursing homes are operated either by for-profit or non-profit organizations. Homes for the aged are operated either by municipalities or by non-profit charitable organizations.

The branch monitors compliance, investigates serious incidents and all **complaints**, and issues licenses (in nursing homes) to ensure legislated standards are met in keeping with the provisions of the Nursing Homes Act, 1990 and Regulation 832 (nursing homes), the Homes for the Aged and Rest Homes Act, 1990 and Regulation 637 (municipal homes for the aged), and the Charitable Institutions Act, 1990 and Regulation 69 (charitable homes for the aged).

A list of provincially regulated long-term

care facilities in Ontario, LTC facility compliance and inspection reports, the Residents' Bill of Rights, accommodation information (including fees) and rate reduction application forms are available to the public upon request.

Admission to a long-term care facility is through a local placement coordination service (PCS). PCS provides clients and their families with information on long-term care services, referral to community-based services, counselling, eligibility determination, sending information about the applicant to facilities chosen by the client, placing the applicant's name on waiting lists after receiving facility approval and authorization of admission to a facility. Both the regional long-term care office and the Residential Services Branch can provide the address and telephone number of the placement coordination service in a particular community.

To obtain general facility information or to register a complaint, contact the corporate office in Toronto or one of the three regional offices.

London Regional Office
295 Wolfe St., 1st Flr.
London N6B 2C4
519-434-1105
1-800-265-0302 (Toll-free)
Fax 519-675-7639
HOURS: 8:30-5:00

Head Office
5700 Yonge St., 7th Flr.
North York M2M 4K5
416-327-7357
Fax 416-327-7364
HOURS: 8:30-5:00

Ottawa Regional Office
10 Rideau St., 4th Flr.
Ottawa K1N 9J1
613-787-4040
1-800-267-8588 (Toll-free)
Fax 613-787-4042
OTHER LANGUAGES: French
HOURS: 8:30-5:00

Toronto Regional Office
56 Wellesley St. W., 15th Flr.
Toronto M7A 2B7
416-327-8994
1-800-595-9394 (Toll-free)
Fax 416-327-8996
HOURS: 8:30-5:00

LONG-TERM CARE DIVISION

RESIDENTIAL SERVICES BRANCH
NURSING HOMES REVIEW BOARD
151 Bloor St. W., 9th Flr.
Toronto M5S 2T5
416-327-8510

As authorized by the **Nursing Homes** Act, the Nursing Homes Review Board holds hearings concerning license disputes, i.e. hears appeals in the event of licence revocation by the Ministry of Health and reviews decisions by the Ministry of Health related to take over the operation of nursing homes under the Health Facilities Special Orders Act.

AGENCIES

ADDICTION RESEARCH FOUNDATION
33 Russell St.
Toronto M5S 2S1
416-595-6000
Fax 416-595-5017
HOURS: 8:00-5:00

The Addiction **Research** Foundation (**ARF**) conducts research and creates programs, products and services in the prevention and treatment of **alcohol** and other drug abuse, including education for professionals and community development. Research results are published in books and journal articles. Books, videos and other educational materials are available through ARF's marketing department at 1-800-661-1111. The foundation's library (416-595-6144), which is open to the public, has an extensive collection of research reports, books and **audio-visual** material. Treatment for alcohol and other drug abuse is available through the Clinical Research and Treatment Institute (416-595-6128), a research and teaching hospital.

The foundation's **INFO-ARF** includes alcohol and drug-related topic factual, scientific telephone messages. This province-wide, toll-free service also offers information on community resources and treatment programs throughout Ontario. Available in English and French, with some tapes available in Italian, Portuguese, Spanish, Cantonese, Greek, Polish, Punjabi, TDD, the service operates from 9:00 a.m. to 9:00 p.m. daily (1-800-463-6273 or 416-595-6111 in Toronto).

The foundation has a public affairs office with responsibility for news media enquiries (416-595-6054).

Area offices of the Addiction Research Foundation assist communities in the development of preventive and treatment services.

Barrie Area Office
100 Bell Farm Rd.
Barrie L4M 5K5
705-726-4976
HOURS: 8:00-5:00

Belleville Area Office
240 Colemant St., Ste. 200d
Belleville K8P 3H7
613-962-9482
HOURS: 8:00-5:00

Chatham Area Office
575 Queen St.
Chatham N7M 2J7
519-354-1000
HOURS: 8:00-5:00

Cornwall Area Office
132 Second St. E., Ste. 406
Cornwall K6H 1Y4
613-937-4035/36
HOURS: 8:00-5:00

Hamilton Area Office
20 Hughson St. S., Ste. 508
Hamilton L8N 2A1
905-525-1250
HOURS: 8:00-5:00

Kenora Area Office
Harbourview Village Shopping Centre
621 Lakeview Dr.
Kenora P9N 3P6
807-468-6372
HOURS: 8:00-5:00

Kingston Area Office
80 Queen St., Ste. 200
Kingston K7K 6W7
613-546-4266
HOURS: 8:00-5:00

Waterloo Region Assessment/Referral Centre
637 King St. W.
Kitchener N2G 1C7
519-579-3350
HOURS: 8:00-5:00

Kitchener Area Office
639 King St. W., Ste. 201
Kitchener N2G 1C7
519-579-1310
HOURS: 8:00-5:00

London Area Office
700 Richmond St., Ste. 201
London N6A 5C7
519-433-3171
HOURS: 8:00-5:00

Halton/Peel Area Office
1270 Central Pkwy. W., Ste. 302
Mississauga L5C 4P4
905-270-1431
HOURS: 8:00-5:00

North Bay Area Office
112 Lakeshore Dr.
North Bay P1A 2A8
705-472-3850
HOURS: 8:00-5:00

Ottawa Area Office
383 Parkdale Ave., Ste. 304
Ottawa K1Y 4R4
613-722-1075
OTHER LANGUAGES: French
HOURS: 8:00-5:00

Owen Sound Area Office
1717 Second Ave. E., Ste. 203
Owen Sound N4K 6V4
519-371-1861
HOURS: 8:00-5:00

Pembroke Area Office
77 Mary St., Ste. 201
Pembroke K8A 5V4
613-735-1023
HOURS: 8:00-5:00

Perth Area Office
45 Drummond St. W.
Perth K7H 2J9
613-267-1152
HOURS: 8:00-5:00

Peterborough Area Office
223 Aylmer St. N., Ste. 7
Peterborough K9J 3K3
705-748-9830
HOURS: 8:00-5:00

Sarnia Area Office
The Petrosar Bldg.
265 Front St. N., Ste. 106e
Sarnia N7T 7X1
519-337-9611
HOURS: 8:00-5:00

Sault Ste. Marie Area Office
205 McNabb St., 3rd Flr.
Sault Ste. Marie P6B 1Y3
705-256-2226
HOURS: 8:00-5:00

Simcoe Area Office
191 Queensway W., Ste. 1
Simcoe N3Y 2M8
519-426-7260
HOURS: 8:00-5:00

St. Catharines Area Office
63 Church St., Ste. 410
St. Catharines L2R 3C4
905-685-1361
HOURS: 8:00-5:00

Sudbury Area Office
144 Pine St., Ste. 203
Sudbury P3C 1X3
705-675-1195
HOURS: 8:00-5:00

Thunder Bay Area Office
68 Algoma St. N., Ste. 102
Thunder Bay P7A 4Z3
807-344-5080
HOURS: 8:00-5:00

Timmins Area Office
Pine Plaza
119 Pine St. S., Ste. 324
Timmins P4N 2K3
705-267-6419
HOURS: 8:00-5:00

Whitby Area Office
Whitby Mall, Lang Tower W.
1615 Dundas St. E., 2nd Flr.
Whitby L1N 2L1
905-576-6277
HOURS: 8:00-5:00

Windsor Area Office
3200 Deziel Dr., Ste. 118
Windsor N8W 5K8
519-251-0500
HOURS: 8:00-5:00

DISTRICT HEALTH COUNCILS OF ONTARIO

The District Health Councils are planning and advisory bodies responsible at arm's length to the Minister of Health, established by Order-in-Council under the Ministry of Health Act. Councils research, identify and plan for district health needs, coordinate all health planning activities for the district, and cooperate in social development activities for the district.

There are 33 geographically defined councils representing all Ontario residents. Councils are composed of 15 to 19 volunteer members appointed by Order-in-Council for a maximum of two three-year terms. The membership is composed of consumer, provider and local government representatives supported by a small secretariat. Councils are supported by a number of committees composed of council members and community provider and consumer members.

DRUG QUALITY AND THERAPEUTICS COMMITTEE
5700 Yonge St., 3rd Flr.
North York M2M 4K5

The committee provides expert advice to the Minister on the operation of Ontario's Drug Benefit Program and related pharmaceutical and pharmacological matters. It evaluates drug products for listing, makes recommendations regarding the interchangeability of drug products and educational/scientific material for health professionals and public, and facilitates communication between the ministry and professional organizations.

HEALING ARTS RADIATION PROTECTION COMMISSION
5700 Yonge St., 3rd Flr.
North York M2M 4K5
416-327-7952
Fax 416-327-8805
HOURS: 8:00-5:00

The Healing Arts Radiation Protection (HARP) Commission ensures that Ontario residents' exposure to radiation from medical X-ray sources is as low as possible, consistent with the production of high-quality diagnostic images.

Established under the provisions of the HARP Act, the commission advises the Minister of Health on matters relating to radiation safety, and approves training courses for all personnel involved in the use of medical and dental radiation. Seven advisory committees representing chiropractors, dentistry, radiologists, medical physicists, podiatrist, medical radiological technologist and radiation therapy assist the commission in developing regulations and guidelines to ensure the safe use of radiation.

Activities and information on the commission and its advisory committees are detailed in the commission's annual report.

HEALTH FACILITIES APPEAL BOARD
151 Bloor St W, 9th Flr.
Toronto M5S 2T5
416-327-8512
Fax 416-327-8524
HOURS: 8:00-5:00

The board holds hearings under the Ambulance Act, the Private Hospitals Act, the Health Facilities Special Orders Act, the Healing Arts Radiation Protection Act and the Independent Health Facilities Act.

HEALTH PROFESSIONS BOARD
151 Bloor St. W., 9th Flr.
Toronto M5S 2T5
416-327-8512
Fax 416-327-8524
HOURS: 8:00-5:00

The Health Professions Board, under the Regulated Health Professions Act, and 21 professions - specific Acts, hears appeals and reviews decisions made by the self-governing regulatory agencies of 24 regulated health professions, including nurses, physicians, midwives, dentists, pharmacists, occupational therapists and dental hygienists, and veterinarians, under the Veterinarians Act, with respect to registration of practitioners and complaints made against members.

HEALTH PROFESSIONS REGULATORY ADVISORY COUNCIL
2195 Yonge St., 4th Flr.
Toronto M4S 2B2
416-326-1550
416-326-0823 (TTY)
Fax 416-326-1549
HOURS: 8:00-5:00

The Health Professions Regulatory Advisory Council provides ongoing advice to the Minister of Health on: whether unregulated professions should be regulated; whether regulated professions should no longer be regulated; suggested amendments to the Act, a health profession Act, or a regulation under the Act; matters concerning the quality assurance programs undertaken by colleges; and any matter relating to the regulation of health professions referred to it by the Minister. The council will also be responsible for monitoring each college's patient relations program and advising the Minister about its effectiveness.

HEALTH PROTECTION APPEAL BOARD
151 Bloor St. W., 9th Flr.
Toronto M5S 2T5
416-327-8512
Fax 416-327-8524
HOURS: 8:00-5:00

The Health Protection Appeal Board hears appeals of orders of medical officers of health and public health inspectors under the Health Protection and Promotion Act and the Immunization of School Pupils Act.

HEALTH SERVICES APPEAL BOARD
151 Bloor St. W., 9th Flr.
Toronto M5S 2T5
416-327-8512
Fax 416-327-8524
HOURS: 8:00-5:00

The Health Services Appeal Board hears appeals of decisions made by the General Manager of OHIP concerning practitioners' billing practices, payment of subscribers' claims and requests for enrolment or continued enrolment under the authority of the Health Insurance Act, R.S.O. 1990, c.H.6, s.8; reviews amounts payable to physicians and facilities under the authority of the Health Care Accessibility Act, R.S.O. 1990, c.H.3, s.5. and the Independent Health Facilities Act and under the authority of the Long-Term Care Statute Law Amendment Act, R.S.O. 1993, reviews placement coordinators' determinations for eligibility for admission to long-term care facilities.

HOSPITAL APPEAL BOARD
151 Bloor St. W., 9h Flr.
Toronto M5T 2T5
416-327-8512
Fax 416-327-8524
HOURS: 8:00-5:00

The Hospital Appeal Board hears appeals of decisions made by hospital boards concerning the appointment and affiliation privileges of medical staff under the Public Hospitals Act.

LABORATORY REVIEW BOARD
151 Bloor St. West, 9th Flr.
Toronto M5S 2T5
416-327-8512
Fax 416-327-8524
HOURS: 8:00-5:00

The Laboratory Review Board holds hearings when the director of Laboratory Licensing proposes to refuse, revoke or impose terms of conditions on a licence or when a licensee is dissatisfied with the term of conditions imposed. It also holds hearings when, under the Health Facilities Special Orders Act, the Minister suspends a laboratory licence or requires a laboratory licensee to suspend activity.

MEDICAL ELIGIBILITY COMMITTEE
Macdonald-Cartier Bldg.
49 Place d'Armes, 2nd Flr.
Box 48
Kingston K7L 5J3

The committee reviews disputes concerning decisions of the General Manager of OHIP on the medical necessity of a hospital or health facility service. The committee recommends whether or not the General Manager should order payment for such service. The Provider Services Branch provides secretariat services to the committee.

MEDICAL REVIEW COMMITTEE
Macdonald-Cartier Bldg.
49 Pl d'Armes, 2nd Flr.
Box 48
Kingston K7L 5J3

The committee makes recommendations to the General Manager of OHIP on disputed claims under s.5 of the Health Insurance Act, R.S.O. 1990, c.H.6, and reports on other matters referred to it.

ONTARIO CANCER TREATMENT AND RESEARCH FOUNDATION
620 University Ave.
Toronto N5G 2L7
416-971-9800
Fax 416-971-6888
HOURS: 8:00-5:00

The Ontario **Cancer** Treatment and Research Foundation supports programs of diagnosis, treatment and research in cancer. The Ontario Cancer Institute (incorporating the Princess Margaret Hospital) is affiliated with the foundation. The foundation operates eight regional cancer centres (associated with hospitals) and 32 consultative and follow-up clinics. Seven lodges accommodate out-of-town ambulatory patients receiving treatment. The Division of Epidemiology and Statistics generates and reports information regarding the occurrence of cancer in Ontario (Ontario Cancer Registry), performs epidemiologic research and interprets epidemiologic evidence for use in cancer education and control programs. The foundation also funds a breast-screening program; diagnostic tests; rehabilitation programs, including speech therapy; prosthetic devices, transportation of patients travelling over 40 kilometres and chemotherapeutic drugs for needy Ontario patients. Support is offered to **medical**, paramedical and scientific personnel for undergraduate and post-graduate study in oncology. In addition, the foundation supports career scientists and laboratory and clinical cancer investigation. The Cancer Information Service in Hamilton (1-800-263-6750) serves as a resource centre for health professionals, researchers and students.

Hamilton Regional Cancer Centre
699 Concession St.
Hamilton L8V 5C2
905-387-9711
Fax 905-575-6323
HOURS: 8:00-5:00

Kingston Regional Cancer Centre
25 King St. W.
Kingston K7L 5P9
613-544-2630
Fax 613-544-9708
HOURS: 8:00-5:00

London Regional Cancer Centre
790 Commissioners Rd. E.
London N6A 4L6
519-685-8600
Fax 519-685-8614
HOURS: 8:00-5:00

Ottawa Regional Cancer Centre
Ottawa Civic Hospital
190 Melrose Ave.
Ottawa K1Y 4K7
613-725-6300
Fax 613-725-6385
OTHER LANGUAGES: French
HOURS: 8:00-5:00

Ottawa Regional Cancer Centre
Ottawa General Hospital
501 Smyth Rd.
Ottawa K1G 8L6
613-737-7700
Fax 613-737-6745
OTHER LANGUAGES: French
HOURS: 8:00-5:00

Northeastern Ontario Regional Cancer Centre
41 Ramsey Lake Rd.
Sudbury P3E 5J1
705-522-0454
Fax 705-522-4421
HOURS: 8:00-5:00

Thunder Bay Regional Cancer Centre
290 Munro St.
Thunder Bay P7A 7T1
807-343-1610
Fax 807-345-2030
HOURS: 8:00-5:00

Toronto Bayview Regional Cancer Centre
2075 Bayview Ave.
Toronto M4N 3M5
416-488-5801
Fax 416-480-6002
HOURS: 8:00-5:00

Windsor Regional Cancer Centre
2220 Kildare Rd.
Windsor N8W 2X3
519-253-5253
Fax 519-971-9922
HOURS: 8:00-5:00

ONTARIO MENTAL HEALTH FOUNDATION
365 Bloor St. E., Ste. 1708
Toronto M4W 3L4
416-920-7721
Fax 416-920-0026
OTHER LANGUAGES: French
HOURS: 9:00-5:00

The Ontario **Mental Health** Foundation (OMHF) provides **grants** and **fellowships** for mental health **research**. The foundation supports specific projects, post-doctoral students, and post-graduate independent research. Application guidelines are available from the foundation.

ONTARIO REVIEW BOARD
151 Bloor St. W., 10th Flr.
Toronto M5S 2T5
416-327-8866
Fax 416-327-8867
HOURS: 8:30 - 4:30

The Review Board reviews the status of each accused who has been found to be not criminally responsible or unfit to stand trial for criminal **offences** on account of a mental disorder.

PSYCHIATRIC PATIENT ADVOCATE OFFICE
56 Wellesley St. W., 8th Flr.
Toronto M5S 2S3
416-327-7002
Fax 416-327-7008
HOURS: 8:00-5:00

The Psychiatric Patient Advocate Office provides advocacy and rights advice to inpatients in provincial psychiatric hospitals.

ACTS

The Ministry of Health is responsible for the Acts listed below.

Alcoholism and Drug Addiction Act
Ambulance Act
Audiology and Speech-Language Pathology Act
Cancer Act
Cancer Remedies Act
Chiropody Act
Chiropractic Act
Community Psychiatric Hospitals Act
Consent to Treatment Act, 1992
Dental Hygiene Act, 1991
Dental Technicians Act
Dental Technology Act, 1991
Dentistry Act, 1991
Denturism Act, 1991
Development Services Act (Long-term care programs and services)
Dietetics Act, 1991
Drug and Pharmacies Regulation Act
Drugless Practitioners Act
Elderly Persons Centres Act
Expenditure Control Plan Statute Law Amendment Act, 1993
Fluoridation Act
Healing Arts Radiation Protection Act
Health Cards and Numbers Control Act, 1991

Health Care Accessibility Act
Health Facilities Special Orders Act
Health Insurance Act
Health Protection and Promotion Act
Homemakers and Nurses Services Act
Homes for Retarded Persons Act (Long-term care programs and services)
Homes for Special Care Act
Homes for the Aged and Rest Homes Act
Human Tissue Gift Act
Hypnosis Act
Immunization of School Pupils Act
Independent Health Facilities Act
Laboratory and Specimen Collection Centre Licencing Act
Long-Term Care Statute Law Amendment Act, 1993
Massage Therapy Act
Medical Laboratory Technology Act, 1991
Medical Radiation Technology Act, 1991
Medicine Act, 1991
Mental Health Act
Mental Hospitals Act
Midwifery Act, 1991
Ministry of Health Act
Municipal Health Services Act
Nursing Act, 1991
Nursing Homes Act
Occupational Therapy Act
Ontario Drug Benefit Act
Ontario Medical Association Dues Act, 1991
Ontario Mental Health Foundation Act
Opticianry Act, 1991
Optometry Act, 1991
Pharmacy Act, 1991
Physiotherapy Act, 1991
Prescription Drug Cost Regulation Act
Private Hospitals Act
Psychology Act, 1991
Public Hospitals Act
Regulated Health Professions Act, 1991
Respiratory Therapy Act, 1991
Tobacco Control Act, 1994
Toronto Hospital Act, 1986
War Veterans Burial Act

MINISTRY OF INTERGOVERNMENTAL AFFAIRS

Mowat Block
Toronto M7A 1C2

The Ministry of Intergovernmental Affairs identifies and advances Ontario's interests and relations with the Government of Canada, the governments of the other provinces and territories, and provides the Government of Ontario with leadership and expertise on national unity, constitutional matters and on Ontario's role in the federation. In doing this, the ministry provides advice to the government on the conduct of Ontario's relations with other governments and on major intergovernmental issues, provides the government with a wide range of information on intergovernmental events and activities in Canada and provides a number of services to other ministries, including assisting them in the conduct of their relations with other governments.

The ministry consists of two programs: Federal and Inter-Provincial Relations and Ministry Administration. The Ministry of Finance provides some corporate administrative services to the ministry including human resources and financial processing services.

DEPUTY MINISTER'S OFFICE

CORPORATE SERVICES BRANCH
Mowat Block
900 Bay St., 6th Flr.
Toronto M7A 1C2
416-325-4780
Fax 416-325-4773
OTHER LANGUAGES: French
HOURS: 8:30-5:00

The Corporate Services Branch coordinates the planning and allocation of ministry resources, prepares the ministry's estimates, monitors and reports on expenditures, human resources policies and information technology. The branch is responsible for providing guidance on the impact and implementation of government-wide management policies and programs.

OFFICE OF CONSTITUTIONAL AFFAIRS AND FEDERAL-PROVINCIAL RELATIONS
Mowat Block
900 Bay St., 5th Flr.
Toronto M7A 1C2
416-325-4800
Fax 416-325-4788
OTHER LANGUAGES: French
HOURS: 8:30-5:00

The Office of Constitutional Affairs and **Federal-Provincial** Relations provides advice in the development of Ontario's policies and procedures covering all aspects of its general relations with the federal government and provincial governments, as well as on specific issues and activities with a significant constitutional, federal-provincial or **interprovincial**

component. It advises the Government of Ontario on national unity, the constitution, and on Ontario's role in the federation. In addition, the office coordinates Ontario's participation in major federal-provincial and interprovincial meetings and conferences such as **First Ministers' Conferences**, the Annual Premiers' Conference, and meetings of the Ministerial Council on Social Policy Renewal, assists ministries in their intergovernmental relations, and manages the Ontario-Quebec Commission for Cooperation (OQCC).

The ministry's office in Quebec City is an integral part of the government's management of its intergovernmental relations. On-site staff are able to carry out a more immediate, direct and personal exchange of information with government officials on constitutional issues and on Ontario's role in the federation.

ONTARIO-QUEBEC COMMISSION FOR COOPERATION
Mowat Block
900 Bay St., 5th Flr.
Toronto M7A 1C2
416-325-4800
OTHER LANGUAGES: French
HOURS: 8:30-5:00

The Ontario-Quebec Commission for Cooperation (OQCC) promotes and initiates economic, **cultural** and educational **exchanges** between individuals, schools and organizations in Ontario and Quebec to foster understanding and cooperation between residents of the two provinces. The OQCC encourages Ontario and Quebec ministries responsible for such areas as education and cultural affairs to provide joint program funding and grants. It also coordinates exchanges between Ontario and Quebec civil servants to permit sharing of views and experiences on common problems of public administration.

ACTS

The Ministry of Intergovernmental Affairs administers the Act listed below.

Ministry of Intergovernmental Affairs Act

MINISTRY OF LABOUR

400 University Ave., 14th Flr.
Toronto M7A 1T7
416-326-7565

In 1882, the Ontario government established the Bureau of Industry under the Department of Agriculture. In 1900, a Bureau of Labour came into being, and labour affairs were transferred from the Department of Agriculture to Public Works. The bureau was replaced in 1916 by the Trades and Labour Branch, still under Public Works. In April, 1919, Bill 169 brought all labour matters under the new Department of Labour. It was renamed the Ministry of Labour in 1970, when the Department of Labour Act was repealed and replaced by the Ministry of Labour Act.

The Ministry of Labour's mission is to advance safe, fair and harmonious workplace practices that are essential to the social and economic well-being of the people of Ontario. The ministry works towards this goal by promoting sound industrial relations, safe and healthy working conditions and equality of treatment and opportunity in employment. Programs are concerned with the rights and responsibilities of the individual worker, with management and labour, and with health and safety in the workplace. The ministry is assisted by a range of specialized agencies, boards and commissions, including the Workers' Compensation Board, Ontario Labour Relations Board, Workers' Compensation Appeals Tribunal, the Public Service Appeal Boards, Occupational Disease Panel, Office of the Employer Adviser, Office of the Worker Adviser, Pay Equity Commission, Pay Equity Hearings Tribunal and the Workplace Health and Safety Agency.

DEPUTY MINISTER'S OFFICE

LEGAL SERVICES BRANCH
400 University Ave., 16th Flr.
Toronto M7A 1T7
416-326-7950
Fax 416-326-7985
OTHER LANGUAGES: French
HOURS: 8:30-5:30

The Legal Services Branch provides general legal services to the ministry. Those services include advising ministry staff on the interpretation of ministry statutes (such as the Occupational Health and Safety Act and the Employment Standards Act), and regulations, representing the ministry at tribunal hearings, prosecuting offences under ministry statutes, preparing ministry contracts; and drafting proposed ministry legislation, regulations, orders-in-council and other legal instruments. Legal Services Branch staff are employed by the Ministry of the Attorney General.

INTERNAL ADMINISTRATIVE SERVICES DIVISION

400 University Ave., 14th Flr.
Toronto M7A 1T7
416-326-7586
Fax 416-326-7599
HOURS: 8:00-5:00

The Internal Administrative Services Division includes the Office of the Chief Administrative Officer, Finance and Administration, Business and Technology Services and Human Resources. The division provides senior officials and program areas with strategic advice (business planning support). Its responsibilities of service management and service delivery include the internal audit, freedom of information and agency administration functions.

BUSINESS AND TECHNOLOGY SERVICES BRANCH

400 University Ave., 3rd Flr.
Toronto M7A 1T7
416-326-7100
Fax 416-326-7138
HOURS: 8:00-4:00

The Business and Technology Services Branch is responsible for information and technology planning, business improvement, application systems development and maintenance and network services.

FINANCE AND ADMINISTRATION BRANCH

400 University Ave., 2nd Flr.
Toronto M7A 1T7
416-326-7200
Fax 416-326-9069
HOURS: 8:00-5:00

The Finance and Administration Branch provides business planning support and advice on resource management and controllership/reporting issues and requirements to ministry and central agencies. It ensures that the ministry complies with financial and administrative policies and best practices supported by quality of assurance/post audit activities and coordinates the provision of facilities, assets and risk management. The branch is also responsible for contract and service management; negotiates service level/operating agreements with service providers and development of financial and administrative policies, practices, procedures and guidelines.

FREEDOM OF INFORMATION AND PRIVACY PROTECTION OFFICE
400 University Ave., 3rd Flr.
Toronto M7A 1T7
416-326-7786
Fax 416-314-8749
HOURS: 9:00-5:00

The Freedom of Information and Privacy Protection Office handles all requests for information made under the Freedom of Information and Protection of Privacy Act. It also provides advice and information with respect to the management of recorded information as required by the Archives Act, and advises and assists in the design of ministry forms.

HUMAN RESOURCES BRANCH
400 University Ave., 2nd Flr.
Toronto M7A 1T7
416-326-7200
416-314-5811 (TTY)
Fax 416-326-7241
OTHER LANGUAGES: French
HOURS: 8:00-5:00

The Human Resources Branch provides a full range of service and advice to line managers and employees in all matters relating to human resource management; including policies and procedures, recruitment, classification, pay and benefits, staff relations, workforce adjustment and planning, health and safety.

OPERATIONS DIVISION

400 University Ave., 14th Flr.
Toronto M7A 1T7
416-326-7668
Fax 416-326-7599
HOURS: 9:00-5:00

The Operations Division of the Ministry of Labour includes the Office of the Assistant Deputy Minister, two main offices and four regional offices. The Occupational Health and Safety Branch and Employment Practices Branch provide support to the staff delivering day-to-day operations in four autonomous regional offices through the formulation and interpretation of related policies and the development of new programs.

CENTRAL REGION

The Kaneff Centre
1290 Central Pkwy. W., 3rd Flr.
Mississauga L5C 4R3
905-273-7800
1-800-268-2966 (Toll-free) (area code 905)
Fax 905-615-7098
HOURS: 8:30-4:30

Toronto
2275 Midland Ave., Main Flr.
Scarborough M1P 3E7
416-314-5300
416-314-5381 (Construction)
416-314-5419 (Industrial)
Fax 416-314-5405 (Construction)
Fax 416-314-5422 (Industrial)
HOURS: 8:30-4:30 

EASTERN REGION

1111 Prince of Wales Dr., Ste. 200
Ottawa K2C 3T2
613-228-8050
1-800-267-1916 (Toll-free) (area code 613)
Fax 613-727-2900
OTHER LANGUAGES: French
HOURS: 8:30-4:30 

NORTHERN REGION

159 Cedar St., 3rd Flr.
Sudbury P3E 6A5
705-670-7400
1-800-461-6325 (Toll-free) (area code 705)
Fax 705-670-7435
OTHER LANGUAGES: French
HOURS: 8:15-4:30 

WESTERN REGION

1 Jarvis St., Main Flr.
Hamilton L8R 3J2
905-577-6221
1-800-263-6906 (Toll-free) (area code 905)
Fax 905-577-1324
OTHER LANGUAGES: French
HOURS: 8:30-4:30 

EMPLOYMENT PRACTICES BRANCH
400 University Ave., 12th Flr.
Toronto M7A 1T7
416-326-7000
1-800-531-5551 (Toll-free)
(province-wide, outside area code 416)
OTHER LANGUAGES: French
HOURS: 8:30-5:00

The Employment Practices Branch provides program support to staff who enforce the standards set out in the Employment Standards Act and regulations. This includes the Employee Wage Protection Program. Other programs and legislation are administered by the Employment Practices Branch. These include the Employment Agencies/Industrial Standards/Fair Wage and Program for Older Worker Adjustment (POWA).

The main office is responsible for the provincial coordination of program delivery. The Employment Standards Officers deliver the program from the regional and district offices.

Publications are available from Field Offices and 400 University Ave., Toronto ON, M7A 1T7, 9th Flr., Tel:(416)326-7731; Fax:(416)326-7745; Toll free 1-800-268-8013 (ext. 6-7731) {province-wide}.

EMPLOYMENT PRACTICES BRANCH
EMPLOYMENT AGENCIES/INDUSTRIAL STANDARDS/FAIR WAGE
400 University Ave., 11th Flr.
Toronto M7A 1T7
416-326-7008
HOURS: 9:00-5:00

The **Employment** Agencies Act, The **Industrial** Standards Act, and the Fair Wage Policy are administered by the Employment Practices Branch.

The Employment Agencies Act provides for the licensing and regulation of employment agencies in Ontario. All agencies engaged in "permanent" placement must apply and qualify for a licence before undertaking any recruitment activity.

Under the Industrial Standards Act, employees and employers may jointly request a schedule of working conditions for their particular industry. The schedule must be prepared and accepted by both groups and approved by the Ministry to become the standard for that industry or trade in a designated zone. Any properly defined industry may take advantage of the legislation.

The Fair Wage Policy applies to government contracts and ensures that the employees working on government projects in the construction, building cleaning and building security industries receive fair labour rates. Contractors are offered a measure of protection from unfair competition based on labour costs when bidding on government contracts. Such contracts contain wage and labour conditions which apply to the zone where the work is being carried out, and which must be adhered to by the contractor(s).

EMPLOYMENT PRACTICES BRANCH
EMPLOYMENT STANDARDS PROGRAM
400 University Ave., 11th Flr.
Toronto M7A 1T7
416-326-7160
1-800-531-5551 (Toll-free)
416-326-7210 (French)
Fax 416-326-7061
HOURS: 8:30-4:30

The **Employment** Standards Act establishes minimum terms and conditions of employment called employment standards. It sets out rules on, minimum wage, overtime pay, paid public **holidays**, vacations with pay and vacation pay, equal pay for equal work, the prevention of discrimination in employment-provided benefit plans, pregnancy leave and parental leave, hours of work, lie detector tests, termination notice or termination pay, severance pay, retail **workers'** right to refuse work on Sunday and Public Holidays, domestic workers and homeworkers.

The Employee Wage Protection Program (EWPP) is available to workers who are owed **wages**, including overtime and vacation pay, but are unable to collect from the employer because the employer refuses to pay or cannot pay. The total payment to each worker can be up to $2,000 per employer.

To file an employment standards claim, or for more information, call the Ministry of Labour Office in your area.

CENTRAL REGION

The Kaneff Centre
1290 Central Pkwy. W., 4th Flr.
Mississauga L5C 4R3
905-273-7800
1-800-268-2966 (Toll-free) (area code 905)
Fax 905-615-7098
HOURS: 8:30-4:30

Toronto
2275 Midland Ave., Main Flr.
Scarborough M1P 3E7
416-314-5300
Fax 416-314-5301
HOURS: 8:30-4:30

DISTRICT OFFICES

114 Worsley St., 2nd Flr.
Barrie L4M 1M1
705-722-6642
1-800-461-4383 (Toll-free) (area code 705)
Fax 705-726-3101
HOURS: 8:30-4:30

Rexdale
2150 Islington Ave., Ste. 210
Etobicoke M9P 3V4
416-314-4344
Fax 416-314-5317
HOURS: 8:30-4:30

1110 Stellar Dr., Unit 102
Newmarket L3Y 7B7
905-715-7020
888-299-3138 (Toll-free) (area code 905)
Fax 905-715-7040
HOURS: 8:30-4:30

Toronto Downtown
123 Edward St., Ste. 400
Toronto M5G 1E2
416-314-6060
Fax 416-314-6106
HOURS: 8:30-4:30

EASTERN REGION

1111 Prince of Wales Dr., Ste. 200
Ottawa K2C 3T2
613-228-8050
1-800-267-1916 (Toll-free) (area code 613)
Fax 613-757-2900
OTHER LANGUAGES: French
HOURS: 8:30-4:30

DISTRICT OFFICES

Beech Grove Complex
Ontatrio Government Bldg.
798 King St. W., 1st Flr.
P. O. Bag 7000
Kingston K7L 5S7
613-545-0989
1-800-531-5551 (Toll-free) (area code 613)
Fax 613-545-9831
HOURS: 8:30-4:30

Parklane Plaza
815 High St.
Peterborough K9J 8J9
705-876-1800
1-800-461-1425 (Toll-free) (area code 705)
Fax 705-742-8364
HOURS: 8:30-4:30

Satellite Office
209 Dundas St. E., Ste. 204
Whitby L1N 7H8
905-666-4688
1-800-263-1195 (Toll-free) (area code 905)
Fax 905-666-8290
HOURS: 8:30-4:30

NORTHERN REGION

159 Cedar St., 3rd Flr.
Sudbury P3E 6A5
705-670-7400
1-800-461-6325 (Toll-free) (area code 705)
Fax 705-670-7435
OTHER LANGUAGES: French
HOURS: 8:15-4:30

DISTRICT OFFICES

Satellite Office
Northgate Square
1500 Fisher St., 2nd Flr.
North Bay P1B 2H3
705-494-7176
1-800-461-9847 (Toll-free) (area code 705)
Fax 705-476-8301
OTHER LANGUAGES: French
HOURS: 8:15-4:30

390 Bay St., 3rd Flr.
Sault Ste. Marie P6A 1X2
705-949-3331
1-800-461-7268 (Toll-free) (area code 705)
Fax 705-949-9796
OTHER LANGUAGES: French
HOURS: 8:15-4:30

Timmins
Ontario Government Complex
Hwy. 101 E.
P. O. Bag 3050
South Porcupine P0N 1H0
1-800-461-9847 (Toll-free) (area code 705)
Fax 705-235-1925
OTHER LANGUAGES: French
HOURS: 8:15-4:30

435 James St. S., 1st Flr., Ste. 115
Thunder Bay P7E 6E3
807-475-1691
1-800-465-5016 (Toll-free) (area code 807)
Fax 807-475-1646
OTHER LANGUAGES: French
HOURS: 8:15-4:30

WESTERN REGION

1 Jarvis St., Main Flr.
Hamilton L8R 3J2
905-577-6221
1-800-263-6906 (Toll-free) (area code 905)
Fax 905-577-1324
OTHER LANGUAGES: French
HOURS: 8:30-4:30

DISTRICT OFFICES

Halton
1 Jarvis St., Main Flr.
Hamilton L8R 3J2
905-577-6221
1-800-263-6906 (Toll-free) (area code 905)
Fax 905-577-1324
OTHER LANGUAGES: French
HOURS: 8:30-4:30

The Dufferin Centre
130 Dufferin Ave., 4th Flr.
London N6A 5R2
519-439-2210
1-800-265-1676 (Toll-free) (area code 519)
Fax 519-672-0268
OTHER LANGUAGES: French
HOURS: 8:30-4:30

Satellite Office
700 Christina St. N., B102
Sarnia N7V 3C2
519-336-1200
1-800-265-1416 (Toll-free) (area code 519)
Fax 519-336-8477
OTHER LANGUAGES: French
HOURS: 8:30-4:30

Niagara
3350 Merrittville Hwy., Stes. 8 & 9
Thorold L2V 4Y6
905-682-7261
1-800-263-7260 (Toll-free) (area code 905)
Fax 905-685-2085
OTHER LANGUAGES: French
HOURS: 8:30-4:30

Kitchener-Waterloo
155 Frobisher Dr., Unit G
Waterloo N2V 2E1
519-885-3378
1-800-265-2468 (Toll-free) (area code 519)
Fax 519-883-5694
OTHER LANGUAGES: French
HOURS: 8:30-4:30

500 Ouellette Ave., Ste. 305
Windsor N9A 1B3
519-256-8277
1-800-265-5140 (Toll-free) (area code 519)
Fax 519-258-1321
OTHER LANGUAGES: French
HOURS: 8:30-4:30

EMPLOYMENT PRACTICES BRANCH
PROGRAM FOR OLDER WORKER ADJUSTMENT
400 University Ave., 11th Flr.
Toronto M7A 1T7
416-326-7374
1-800-567-1916 (Toll-free) (area code 416)
Fax 416-326-7988
HOURS: 8:30-4:30

The Program for Older Worker Adjustment (POWA) is a joint federal/provincial program which offers **financial assistance** to older **workers** who have been laid off due to a large-scale plant closure or downsizing.

To be eligible, the person must have been between the ages of 55 and 64 at the time of layoff; have little or no prospect for re-employment; must have been employed for 13 out of the last 20 years; and must be a Canadian citizen or have landed immigrant status. In addition, the layoff from which worker was displaced must be approved by both federal and provincial Ministers and the worker must have exhausted federal unemployment insurance benefits (UIC).

OCCUPATIONAL HEALTH AND SAFETY BRANCH
400 University Ave., 8th Flr.
Toronto M7A 1T7
416-326-7770
1-800-268-8013 (Toll-free) Province wide access
Fax 416-326-7761
HOURS: 8:30-4:30

The branch provides program services related to the Construction Health and Safety Program, the Industrial Health and Safety Program, Mining Health and Safety Program and Mine Rescue Program. These services are provided through Regional and District Offices across the province. The programs enforce the **Occupational Health and Safety**

Act and regulations made under the Act including regulations for Designated Substances, Agents and Materials and the Workplace Hazardous Materials Information System (WHMIS). They also administer the **Smoking** in the Workplace Act, sections of the Trades Qualification Act, the Atomic Energy Act, and regulations for Uranium and Thorium Mining, and Mining and X-ray Safety.

Professional and Specialized Services, the Radiation Protection Service and the Materials Testing Laboratory Service provide scientific and technical support to the programs. The Regulation Development Unit coordinates the development of regulations for **toxic substances** and regulations to protect **workers** from safety hazards made under the Occupational Health and Safety Act.

Information and Administrative Services supports computer information systems and produces, publishes and distributes Acts, regulations and other materials.

OCCUPATIONAL HEALTH AND SAFETY BRANCH
CONSTRUCTION HEALTH AND SAFETY PROGRAM
400 University Ave., 8th Flr.
Toronto M7A 1T7
416-326-7770
1-800-268-8013 (Toll-free)
Fax 416-326-7745
HOURS: 8:30-4:30

Within the jurisdiction of the **Occupational Health and Safety** Act, the **Construction** Health and Safety Program sets, communicates and enforces standards that are designed to reduce injuries and illness among workers in the construction industry. This includes on-site **employees** and **employers** in the construction industry who perform work underground, use compressed air; work on buildings, streets, sewers and watermains; and in window cleaning and ship building and repair operations.

The program expects employers and employees to assume primary responsibility for occupational health and safety in the workplace.

Construction Health and Safety Officers operate out of Regional and District offices throughout the province and inspect construction projects and sites for compliance with the legislation. They investigate refusals to work, complaints, fatalities and serious **accidents**. Professional and Specialized Services provides technical expertise to the inspectors.

The main office is responsible for coordinating program delivery across the province. The Construction Health and Safety Program is delivered from the Regional and District offices.

CENTRAL REGION

The Kaneff Centre
1290 Central Pkwy. W., 4th Flr.
Mississauga L5C 4R3
905-273-7800
1-800-268-2966 (Toll-free) (area code 905)
Fax 905-615-7098
HOURS: 8:30-4:30

Toronto
2275 Midland Ave., Main Flr.
Scarborough M1P 3E7
416-314-5300
416-314-5381 (Construction)
416-314-5419 (Industrial)
Fax 416-314-5405 (Construction)
Fax 416-314-5422 (Industrial)
HOURS: 8:30-4:30

DISTRICT OFFICES

114 Worsley St., 2nd Flr.
Barrie L4M 1M1
705-722-6642
1-800-461-4383 (Toll-free) (area code 705)
705-726-3101
HOURS: 8:30-4:30

Rexdale
2150 Islington Ave., Ste. 210
Etobicoke M9P 3V4
416-314-4344
Fax 416-314-5317
HOURS: 8:30-4:30

1110 Stellar Dr., Unit 102
Newmarket L3Y 7B7
905-715-7020
888-299-3138 (Toll-free) (area code 905)
Fax 905-715-7040
HOURS: 8:30-4:30

Toronto Downtown
123 Edward St., Ste. 400
Toronto M5G 1E2
416-314-6060
Fax 416-314-6106
HOURS: 8:30-4:30

EASTERN REGION

1111 Prince of Wales Dr., Ste. 200
Ottawa K2C 3T2
613-228-8050
1-800-267-1916 (Toll-free) (area code 613)
Fax 613-727-2900
OTHER LANGUAGES: French
HOURS: 8:30-4:30

DISTRICT OFFICES

Beech Grove Complex
Ontario Government Bldg.
798 King St. W, 1st Flr.
P. O. Bag 7000
Kingston K7L 5S7
613-545-0989
1-800-531-5551 (Toll-free) (area code 613)
Fax 613-545-9831
HOURS: 8:30-4:30

Parklane Plaza
815 High St.
Peterborough K9J 8J9
705-876-1800
1-800-461-1425 (Toll-free) (area code 705)
Fax 705-742-8364
HOURS: 8:30-4:30

NORTHERN REGION

159 Cedar St., 3rd Flr.
Sudbury P3E 6A5
705-670-7400
1-800-461-6325 (Toll-free) (area code 705)
Fax 705-670-7435
OTHER LANGUAGES: French
HOURS: 8:15-4:30

DISTRICT OFFICES

Satellite Office
479 Government Rd.
Dryden P8N 3B3
807-223-4898
1-800-464-5016 (Toll-free) (area code 807)
Fax 807-223-4344
OTHER LANGUAGES: French
HOURS: 8:15-4:30

Satellite Office
50 Hillside Dr. N.
Elliot Lake P5A 1X4
705-848-2885
Fax 705-848-8055
OTHER LANGUAGES: French
HOURS: 8:15-4:30

Satellite Office
c/o MNR RR 2, Hwy. 17 W.
Kapuskasing P5N 2X8
705-235-1900
1-800-461-9847 (Toll-free) (area code 705)
Fax 705-335-8330
OTHER LANGUAGES: French
HOURS: 8:15-4:30

Satellite Office
209 Dundas St. E., Ste. 204
Whitby L1N 7H8
905-666-4688
1-800-263-1195 (Toll-free) (area code 905)
Fax 905-666-8290
HOURS: 8:30-4:30

Satellite Office
6 Tweedsmuir Ave., Unit 303
Kirkland Lake P2N 1H9
705-567-5292
1-800-461-9847 (Toll-free) (area code 705)
Fax 705-567-5737
OTHER LANGUAGES: French
HOURS: 8:15-4:30

Satellite Office
Northgate Square
1500 Fisher St., 2nd Flr.
North Bay P1B 2H3
705-494-7176
1-800-461-9847 (Toll-free) (area code 705)
Fax 705-476-8301
OTHER LANGUAGES: French
HOURS: 8:15-4:30

390 Bay St., 3rd Flr.
Sault Ste. Marie P6A 1X2
705-949-3331
1-800-461-7268 (Toll-free) (area code 705)
Fax 705-949-9796
OTHER LANGUAGES: French
HOURS: 8:15-4:30

Timmins
Ontario Government Complex
Hwy. 101 E.
P. O. Bag 3050
South Porcupine P0N 1H0
1-800-461-9847 (Toll-free) (area code 705)
Fax 705-235-1925
OTHER LANGUAGES: French
HOURS: 8:15-4:30

435 James St. S., 1st Flr. Ste. 115
Thunder Bay P7E 6E3
807-475-1691
1-800-465-5016 (Toll-free) (area code 807)
Fax 807-475-1646
OTHER LANGUAGES: French
HOURS: 8:15-4:30

WESTERN REGION

1 Jarvis St., Main Flr.
Hamilton L8R 3J2
905-577-6221
1-800-263-6906 (Toll-free) (area code 905)
Fax 905-577-1324
OTHER LANGUAGES: French
HOURS: 8:30-4:30

DISTRICT OFFICES

Halton
1 Jarvis St., Main Flr.
Hamilton L8R 3J2
905-577-6221
1-800-263-6906 (Toll-free) (area code 905)
Fax 905-577-1324
OTHER LANGUAGES: French
HOURS: 8:30-4:30

The Dufferin Centre
130 Dufferin Ave., 4th Flr.
London N6A 5R2
519-439-2210
1-800-265-1676 (Toll-free) (area code 519)
Fax 519-672-0268
OTHER LANGUAGES: French
HOURS: 8:30-4:30

Satellite Office
700 Christina St. N., B102
Sarnia N7V 3C2
519-336-1200
1-800-265-1416 (Toll-free) (area code 519)
Fax 519-336-8477
OTHER LANGUAGES: French
HOURS: 8:30-4:30

Niagara
3350 Merritville Hwy., Stes. 8 & 9
Thorold L2V 4Y6
905-682-7261
1-800-263-7260 (Toll-free) (area code 905)
Fax 905-685-2085
OTHER LANGUAGES: French
HOURS: 8:30-4:30

Kitchener-Waterloo
155 Frobisher Dr., Unit G
Waterloo N2V 2E1
519-885-3378
1-800-265-2468 (Toll-free) (area code 519)
Fax 519-883-5694
OTHER LANGUAGES: French
HOURS: 8:30-4:30

500 Ouellette Ave., Ste. 305
Windsor N9A 1B3
519-256-8277
1-800-265-5140 (Toll-free) (area code 519)
Fax 519-258-1321
OTHER LANGUAGES: French
HOURS: 8:30-4:30

OCCUPATIONAL HEALTH AND SAFETY BRANCH
INDUSTRIAL HEALTH AND SAFETY PROGRAM
400 University Ave., 8th Flr.
Toronto M7A 1T7
416-326-7770
Fax 416-326-7761
OTHER LANGUAGES: French
HOURS: 8:00-5:00

Within the jurisdiction of the Occupational **Health** and **Safety** Act, the Industrial Health and Safety Program sets, communicates and enforces standards designed to reduce the incidence of illness and injury among workers in **industry** and institutions including **hospitals** and **schools**. (For the construction and mining industries, see the Construction Health and Safety Program, and the Mining Health and Safety Program).

The program expects employers and employees to assume primary responsibility for **occupational health and safety** in the workplace. Industrial health and safety officers, operating out of Regional and District offices throughout the province, inspect industrial establishments and health care and educational institutions for compliance with Occupational Health and Safety Legislation. They investigate refusals to work, fatalities and serious **accidents**. The Professional and Specialized Services Unit provides support for these activities.

The main office is responsible for the provincial coordination of program delivery. The Industrial Health and Safety Program is delivered from the Regional and District offices.

CENTRAL REGION

The Kaneff Centre
1290 Central Pkwy. W., 4th Flr.
Mississauga L5C 4R3
905-273-7800
1-800-268-2966 (Toll-free) (area code 905)
Fax 905-615-7098
HOURS: 8:30-4:30

Toronto
2275 Midland Ave., Main Flr.
Scarborough M1P 3E7
416-314-5300
416-314-5381 (Construction)
416-314-5419 (Industrial)
Fax 416-314-5405 (Construction)
Fax 416-314-5422 (Industrial)
HOURS: 8:30-4:30

DISTRICT OFFICES

114 Worsley St., 2nd Flr. Ste. 201
Barrie L4M 1M1
705-722-6145
1-800-461-4383 (Toll-free) (area code 705)
Fax 705-726-3101
HOURS: 8:30-4:30

Rexdale
2150 Islington Ave., Ste. 210
Etobicoke M9P 3V4
416-314-5418
Fax 416-314-5317
HOURS: 8:30-4:30

1110 Stellar Dr., Unit 102
Newmarket L3Y 7B7
905-715-7020
888-299-3138 (Toll-free) (area code 905)
Fax 905-715-7040
HOURS: 8:30-4:30

Toronto Downtown
123 Edward St., 4th Flr. Ste. 400
Toronto M5G 1E2
416-314-6105
Fax 416-314-6106
HOURS: 8:30-4:30

EASTERN REGION

1111 Prince of Wales Dr., Ste. 200
Ottawa K2C 3T2
613-228-8050
1-800-267-1916 (Toll-free) (area code 613)
Fax 613-727-2900
OTHER LANGUAGES: French
HOURS: 8:00-5:00

DISTRICT OFFICES

Beech Grove Complex
Ontario Government Bldg.
798 King St. W, 1st Flr.
P.O.Bag 7000
Kingston K7L 5S7
613-545-0989
1-800-531-5551 (Toll-free) (area code 613)
Fax 613-545-9831
OTHER LANGUAGES: French
HOURS: 8:00-5:00

Parklane Plaza
815 High St.
Peterborough K9J 8J9
705-876-1800
1-800-461-1425 (Toll-free) (area code 705)
Fax 705-742-8364
OTHER LANGUAGES: French
HOURS: 8:00-5:00

Satellite Office
209 Dundas St. E., Ste. 204
Whitby L1N 7H8
905-666-4688
1-800-263-1195 (Toll-free) (area code 905)
Fax 905-666-8290
OTHER LANGUAGES: French
HOURS: 8:00-5:00

NORTHERN REGION

159 Cedar St., 3rd Flr.
Sudbury P3E 6A5
705-670-7084
1-800-461-6325 (Toll-free) (area code 705)
Fax 705-670-7435
OTHER LANGUAGES: French
HOURS: 8:15-4:30

DISTRICT OFFICES

Satellite Office
479 Government Rd.
Dryden P8N 3B3
807-223-4898
1-800-465-5016 (Toll-free) (area code 807)
Fax 807-223-4344
OTHER LANGUAGES: French
HOURS: 8:15-4:30

Satellite Office
50 Hillside Dr. N.
Elliot Lake P5A 1X4
705-848-2885
Fax 705-848-8055
OTHER LANGUAGES: French
HOURS: 8:15-4:30

Satellite Office
c/o MNR RR 2 Hwy. 17 W.
Kapuskasing P5N 2X8
705-235-1900
1-800-461-9847 (Toll-free) (area code 705)
Fax 705-335-8330
OTHER LANGUAGES: French
HOURS: 8:15-4:30

Satellite Office
6 Tweedsmuir Ave., Ste. 303
Kirkland Lake P2N 1H9
705-567-5292
1-800-461-9847 (Toll-free) (area code 705)
Fax 705-567-5737
HOURS: 8:15-4:30

Satellite Office
Northgate Square
1500 Fisher St., 2nd Flr.
North Bay P1B 2H3
705-494-7176
1-800-461-9847 (Toll-free) (area code 705)
Fax 705-476-8301
OTHER LANGUAGES: French
HOURS: 8:15-4:30

390 Bay St., 3rd Flr.
Sault Ste. Marie P6A 1X2
705-949-3331
1-800-461-7268 (Toll-free) (area code 705)
Fax 705-949-9796
OTHER LANGUAGES: French
HOURS: 8:15-4:30

Timmins
Ontario Government Complex
Hwy. 101 E.
P. O. Bag 3050
South Porcupine P0N 1H0
1-800-461-9847 (Toll-free) (area code 705)
Fax 705-235-1925
OTHER LANGUAGES: French
HOURS: 8:15-4:30

435 James St. S., 1st Flr., Ste. 115
Thunder Bay P7E 6E3
807-475-1691
1-800-465-5016 (Toll-free) (area code 807)
Fax 807-475-1646
OTHER LANGUAGES: French
HOURS: 8:15-4:30

WESTERN REGION

1 Jarvis St., Main Flr.
Hamilton L8R 3J2
905-577-6221
1-800-263-6906 (Toll-free) (area code 905)
Fax 905-577-1324
OTHER LANGUAGES: French
HOURS: 8:30-4:30

DISTRICT OFFICES

Halton
1 Jarvis St., Main Flr.
Hamilton L8R 3J2
905-577-6221
1-800-263-6906 (Toll-free) (area code 905)
Fax 905-577-1324
OTHER LANGUAGES: French
HOURS: 8:30-4:30

The Dufferin Centre
130 Dufferin Ave., 4th Flr.
London N6A 5R2
519-439-2210
1-800-265-1676 (Toll-free) (area code 519)
Fax 519-672-0268
OTHER LANGUAGES: French
HOURS: 8:30-4:30

Satellite Office
700 Christina St. N., B102
Sarnia N7V 3C2
519-336-1200
1-800-265-1416 (Toll-free) (area code 519)
Fax 519-336-8477
OTHER LANGUAGES: French
HOURS: 8:30-4:30

Niagara
3350 Merrittville Hwy., Ste. 8 & 9
Thorold L2V 4Y6
905-682-7261
1-800-263-7260 (Toll-free) (area code 905)
Fax 905-685-2085
OTHER LANGUAGES: French
HOURS: 8:30-4:30

Kitchener-Waterloo
155 Frobisher Dr., Unit G
Waterloo N2V 2E1
519-885-3378
1-800-265-2468 (Toll-free) (area code 519)
Fax 519-883-5694
OTHER LANGUAGES: French
HOURS: 8:30-4:30

500 Ouellette Ave., Ste. 305
Windsor N9A 1B3
519-256-8277
1-800-265-5140 (Toll-free) (area code 519)
Fax 519-258-1321
OTHER LANGUAGES: French
HOURS: 8:30-4:30

OCCUPATIONAL HEALTH AND SAFETY BRANCH
MINING HEALTH AND SAFETY PROGRAM
Willet Green Miller Centre, Bldg. C
933 Ramsey Lake Rd.
Sudbury P3E 6B5
705-670-5695
Fax 705-670-5698
OTHER LANGUAGES: French
HOURS: 8:15-4:30

Within the jurisdiction of the occupational **Health** and **Safety** Act, the Mining Health and Safety Program sets, communicates and enforces standards that are designed to reduce injuries and illness among workers in the mining industry. This applies to employees and employers in open pits, quarries, **metallurgical operations**, sand, clay, shale and gravel pits, aggregate plants, peat workings and diamond drilling operations.

The program expects employers and employees to assume primary responsibility for **occupational health and safety** in the workplace.

Mining Health and Safety Officers operate out of some Regional and District Offices in Ontario. They inspect workplaces in the mining industry for compliance with the legislation. They investigate refusals to work, complaints, fatalities and serious **accidents**. Professional and Specialized Services provides technical expertise to the inspectors.

The main office for the mining program is located in Sudbury and is responsible for coordinating program delivery across the province. The Mining Health and Safety Program is delivered from the Regional and District offices.

CENTRAL REGION

The Kaneff Centre
1290 Central Pkwy. W., 4th Flr.
Mississauga L5C 4R3
905-273-7800
1-800-268-2966 (Toll-free) (area code 905)
Fax 905-615-7098
HOURS: 8:30-4:30

Toronto
2275 Midland Ave., Main Flr.
Scarborough M1P 3E7
416-314-5300
416-314-5381 (Construction)
416-314-5419 (Industrial)
Fax 416-314-5405 (Construction)
Fax 416-314-5422 (Industrial)
HOURS: 8:30-4:30

DISTRICT OFFICES

114 Worsley St., 2nd Flr. Ste. 201
Barrie L4M 1M1
705-722-6642
1-800-461-4383 (Toll-free) (area code 705)
Fax 705-726-3101
HOURS: 8:30-4:30

Rexdale
2150 Islington Ave., Ste. 210
Etobicoke M9P 3V4
416-314-4344
Fax 416-314-5317
HOURS: 8:30-4:30

1110 Stellar Dr., Unit 102
Newmarket L3Y 7B7
905-715-7020
888-299-3138 (Toll-free) (area code 905)
Fax 905-715-7040
HOURS: 8:30-4:30

Toronto Downtown
123 Edward St., 4th Flr. Ste. 400
Toronto M5G 1E2
416-314-6060
Fax 416-314-6106
HOURS: 8:30-4:30

EASTERN REGION

1111 Prince of Wales Dr., Ste. 200
Ottawa K2C 3T2
613-228-8050
1-800-267-1916 (Toll-free) (area code 613)
Fax 613-727-2900
OTHER LANGUAGES: French
HOURS: 8:00-5:00

Parklane Plaza
815 High St.
Peterborough K9J 8J9
705-876-1800
1-800-461-1425 (Toll-free) (area code 705)
Fax 705-742-8364
HOURS: 8:30-5:00

DISTRICT OFFICES

Beech Grove Complex
Ontario Government Bldg.
798 King St. W., 1st Flr.
P. O. Bag 7000
Kingston K7L 5S7
613-545-0989
1-800-531-5551 (Toll-free) (area code 613)
Fax 613-545-9831
OTHER LANGUAGES: French
HOURS: 8:00-5:00

Satellite Office
209 Dundas St. E., Ste. 204
Whitby L1N 7H8
905-666-4688
1-800-263-1195 (Toll-free) (area code 905)
Fax 905-666-8290
OTHER LANGUAGES: French
HOURS: 8:00-5:00

NORTHERN REGION

159 Cedar St., 3rd Flr.
Sudbury P3E 6A5
705-670-7400
1-800-461-6325 (Toll-free) (area code 705)
Fax 705-670-7435
OTHER LANGUAGES: French
HOURS: 8:15-4:30

DISTRICT OFFICES

Satellite Office
479 Government Rd.
Dryden P8N 3B3
807-223-4898
1-800-465-5016 (Toll-free) (area code 807)
Fax 807-223-4344
OTHER LANGUAGES: French
HOURS: 8:15-4:30

Satellite Office
50 Hillside Dr. N.
Elliot Lake P5A 1X4
705-848-2885
Fax 705-848-8055
OTHER LANGUAGES: French
HOURS: 8:15-4:30

Satellite Office
c/o MNR RR 2 Hwy. 17 W.
Kapuskasing P5N 2X8
705-235-1900
1-800-461-9847 (Toll-free) (area code 705)
Fax 705-335-8330
OTHER LANGUAGES: French
HOURS: 8:15-4:30

Satellite Office
6 Tweedsmuir Ave., Ste. 303
Kirkland Lake P2N 1H9
705-567-5292
1-800-461-9847 (Toll-free) (area code 705)
Fax 705-567-5737
OTHER LANGUAGES: French
HOURS: 8:15-4:30

Satellite Office
Northgate Square
1500 Fisher St., 2nd Flr.
North Bay P1B 2H3
705-494-7176
1-800-461-9847 (Toll-free) (area code 705)
Fax 705-476-8301
OTHER LANGUAGES: French
HOURS: 8:15-4:30

WESTERN REGION

1 Jarvis St., Main Flr
Hamilton L8R 3J2
905-577-6221
1-800-263-6906 (Toll-free) (area code 905)
Fax 905-577-1324
OTHER LANGUAGES: French
HOURS: 8:30-4:30

390 Bay St., 3rd Flr.
Sault Ste. Marie P6A 1X2
705-949-3331
1-800-461-7268 (Toll-free) (area code 705)
Fax 705-949-9796
OTHER LANGUAGES: French
HOURS: 8:15-4:30

Timmins
Ontario Government Complex
Hwy. 101 E.
P. O. Bag 3050
South Porcupine P0N 1H0
1-800-461-9847 (Toll-free) (area code 705)
Fax 705-235-1925
OTHER LANGUAGES: French
HOURS: 8:15-4:30

435 James St. S., 1st Flr. Ste. 115
Thunder Bay P7E 6E3
807-475-1691
1-800-465-5016 (Toll-free) (area code 807)
Fax 807-475-1646
OTHER LANGUAGES: French
HOURS: 8:15-4:30

DISTRICT OFFICES

Halton
1 Jarvis St., Main Flr.
Hamilton L8R 3J2
905-577-6221
1-800-263-6906 (Toll-free) (area code 905)
Fax 905-577-1324
OTHER LANGUAGES: French
HOURS: 8:30-4:30

The Dufferin Centre
130 Dufferin Ave., 4th Flr.
London N6A 5R2
519-439-2210
1-800-265-1676 (Toll-free) (area code 519)
Fax 519-672-0268
OTHER LANGUAGES: French
HOURS: 8:30-4:30

Satellite Office
700 Christina St. N., B102
Sarnia N7V 3C2
519-336-1200
1-800-265-1416 (Toll-free) (area code 519)
Fax 519-336-8477
OTHER LANGUAGES: French
HOURS: 8:30-4:30

Niagara
3350 Merrittville Hwy., Stes. 8 & 9
Thorold L2V 4Y6
905-682-7261
1-800-263-7260 (Toll-free) (area code 905)
Fax 905-685-2085
OTHER LANGUAGES: French
HOURS: 8:30-4:30

Kitchener-Waterloo
155 Frobisher Dr., Unit G
Waterloo N2V 2E1
519-885-3378
1-800-265-2468 (Toll-free) (area code 519)
Fax 519-883-5694
OTHER LANGUAGES: French
HOURS: 8:30-4:30

500 Ouellette Ave., Ste. 305
Windsor N9A 1B3
519-256-8277
1-800-265-5140 (Toll-free) (area code 519)
Fax 519-258-1321
OTHER LANGUAGES: French
HOURS: 8:30-4:30

OCCUPATIONAL HEALTH AND SAFETY BRANCH

MINING HEALTH AND SAFETY PROGRAM
MATERIALS TESTING LABORATORY
Willet Green Miller Centre
933 Ramsey Lake Rd.
Sudbury P3E 6B5
705-670-5695
Fax 705-670-5710
OTHER LANGUAGES: French
HOURS: 8:15-4:30

By statute, all **wire ropes** used in mine-hoisting installations must be tested by the Materials Testing Laboratory before use and at intervals during service.

OCCUPATIONAL HEALTH AND SAFETY BRANCH

MINING HEALTH AND SAFETY PROGRAM
MINE RESCUE PROGRAM

Mine Rescue Station and Administration Office
Willet Green Miller Centre
933 Ramsey Lake Rd.
Sudbury P3E 6B5
705-670-5707
Fax 705-670-5707
HOURS: 8:30-5:00

The Mine Rescue Program trains specialists at each underground mine in mine rescue procedures to be followed in the event of a mine **fire**, disaster or emergency. The Mine Rescue **training** officers maintain a number of stations, as well as non-staffed substations equipped with breathing apparatus, fire fighting equipment, and other emergency equipment and supplies to facilitate an immediate response to any mine emergency.

Mine Rescue Station
28 Victoria St.
Delaware N0L 1E0
519-652-9809
HOURS: 8:30-5:00

Mine Rescue Station
50 Hillside Dr. N.
Elliot Lake P5A 1X4
705-848-3022
(In 1997 address will change to Manitouwadge, Ont.)
HOURS: 8:30-5:00

Mine Rescue Station
107 Government Rd. W.
Kirkland Lake P2N 2E8
705-567-4606
HOURS: 8:30-5:00

Mine Rescue Station
2 Partridge St.
Manitouwadge P0T 2C0
807-826-4490
HOURS: 8:30-5:00

Mine Rescue Station
Levack Hwy.
Onaping P0M 2R0
705-966-3844
HOURS: 8:30:5:00

Mine Rescue Station
Schumacher Hwy.
Timmins P4N 7H9
705-264-7511
HOURS: 8:30-5:00

OCCUPATIONAL HEALTH AND SAFETY BRANCH
PROFESSIONAL AND SPECIALIZED SERVICES
400 University Ave., 8th Flr.
Toronto M7A 1T7
416-326-7770
Fax 416-326-1439
OTHER LANGUAGES: French
HOURS: 8:00-5:00

This is a multidisciplinary team of professionals who set, communicate and enforce standards; provide **health** and safety assessment of chemicals, notifiability of new chemical and biological agents, statistical analysis of occupational health data, coordination of training programs.

Professional and Specialized Services engineers provide **engineering** expertise to the Construction, Industrial and Mining Health and Safety Programs. **Diving** specialists administer the Diving Regulation. Occupational health professionals including physicians, hygienists, ergonomists, scientists and radiation physicists provide consultations to help prevent occupational diseases.

OCCUPATIONAL HEALTH AND SAFETY BRANCH
RADIATION PROTECTION SERVICE
81 Resources Rd.
Etobicoke M9P 3T1
416-235-5922
Fax 416-235-5926
HOURS: 8:00-4:30

The **Radiation** Protection Service conducts tests and provides advice to protect workers and the general public from the harmful effects of radiation. This office enforces the X-ray Safety Regulation under the Occupational Health and Safety Act. The laboratory, as part of its service, analyzes the radioactivity of materials from mining operations, nuclear reactors and users of isotopes.

REGIONAL/DISTRICT/SATELLITE OFFICES

Four regional Offices, located throughout the province provide decentralized program delivery services in Industrial Health and Safety, Construction Health and Safety, Mining Health and Safety, Employment Standards, and Professional and Specialized Services.

District and Satellite Offices, which are attached to each Regional Office, provide further decentralization of Construction Health and Safety, Industrial Health and Safety, Employment Standards, and Professional and Specialized Services.

Some offices include a Mining Health and Safety component.

Mine Rescue Administration, part of the Northern Regional Office, supports a series of Mine Rescue Stations that are dedicated to Mining Safety and Mine Rescue Operations.

CENTRAL REGION

The Kaneff Centre
1290 Central Pkwy. W., 4th Flr.
Mississauga L5C 4R3
905-273-7800
1-800-268-2966 (Toll-free) (area code 905)
Fax 905-615-7098
HOURS: 8:30-4:30

Toronto
2275 Midland Ave., Main Flr.
Scarborough M1P 3E7
416-314-5300
416-314-5381 (Construction)
416-314-5419 (Industrial)
Fax 416-314-5405 (Construction)
Fax 416-314-5422 (Industrial)
HOURS: 8:30-4:30

EASTERN REGION

1111 Prince of Wales Dr., Ste. 200
Ottawa K2C 3T2
613-228-8050
1-800-267-1916 (Toll-free) (area code 613)
Fax 613-727-2900
OTHER LANGUAGES: French
HOURS: 8:00-5:00

NORTHERN REGION

159 Cedar St., 3rd Flr.
Sudbury P3E 6A5
705-670-7400
1-800-461-6325 (Toll-free) (area code 705)
Fax 705-670-7435
OTHER LANGUAGES: French
HOURS: 8:15-4:30

WESTERN REGION

1 Jarvis St., Main Flr.
Hamilton L8R 3J2
905-577-6221
1-800-263-6906 (Toll-free) (area code 905)
Fax 905-577-1324
OTHER LANGUAGES: French
HOURS: 8:30-4:30

POLICY AND COMMUNICATIONS DIVISION

400 University Ave., 14th Flr.
Toronto M7A 1T7
416-326-7558
Fax 416-326-7599

The Policy and Communications Division, headed by an Assistant Deputy Minister (ADM), provides the Minister and senior officials with information, analysis and advice to assist in the development, adoption and implementation of policies, programs and legislation related to the workplace. The ADM's office includes policy (including Cabinet liaison) and information (correspondence) co-ordination.

Policy and Information Co-ordination Unit
400 University Ave., 14th Flr.
Toronto M7A 1T7
416-326-7652
Fax 416-314-8710
HOURS: 8:00-5:00

COMMUNICATIONS AND MARKETING BRANCH
400 University Ave., 15th Flr.
Toronto M7A 1T7
416-326-7400
Fax 416-326-7406
OTHER LANGUAGES: French
HOURS: 8:30-5:00

The Communications and Marketing Branch informs the public, client groups and the media about the ministry's activities. The branch also provides communications support to the Minister, the Deputy Minister, program areas and regional offices. Activities include internal and external communications, French Language Services, communications planning, media liaison and the production and distribution of information materials. Please refer to each program listing for the inquiry telephone number of your local Ministry of Labour office.

COMMUNICATIONS AND MARKETING BRANCH
FRENCH LANGUAGE SERVICES
400 University Ave., 15th Flr.
Toronto M7A 1T7
416-326-7596
Fax 416-326-7592
OTHER LANGUAGES: French
HOURS: 9:00-5:00

French Language Services monitors compliance with the French Language Services Act and provides consultation on the planning and effective delivery of services in French across the ministry and its agencies (with the exception of the Workers' Compensation

Appeals Tribunal and Workers' Compensation Board which handle these responsibilities themselves). The office also serves as a link between the francophone community and the ministry. Ministry translation services are provided through this office.

EMPLOYMENT AND LABOUR POLICY BRANCH
400 University Ave., 15th Flr.
Toronto M7A 1T7
416-326-7645
Fax 416-326-7650
HOURS: 8:30-5:00

The Employment and **Labour** Policy Branch conducts research, develops policy analysis and provides advice in relation to employment rights and responsibilities (e.g. Employment Standards Act, Pay Equity Act) and in the area of labour-management policy (in particular, matters pertaining to the Labour Relations Act).

LABOUR-MANAGEMENT SERVICES
400 University Ave., 17th Flr.
Toronto M7A 1T7
416-326-7575
Fax 416-314-8755
OTHER LANGUAGES: French
HOURS: 9:00-5:00

The Director of Labour-Management Services directs and coordinates the provision of services to promote harmonious relationships between employers and employees in order to help ensure stable **labour relations** in the province.

The service provides arbitration, mediation and collective bargaining research, and administers parts of the Labour Relations Act, 1995, the Hospital Labour Disputes Arbitration Act, and the Crown Employees Collective Bargaining Act.

LABOUR-MANAGEMENT SERVICES
OFFICE OF ARBITRATION
400 University Ave., 16th Flr.
Toronto M7A 1T7
416-326-1300
Fax 416-326-1329
OTHER LANGUAGES: French
HOURS: 8:00-5:00

The Office of **Arbitration** assists the Minister in carrying out statutory responsibilities for constituting boards of arbitration and appointing single arbitrators under the **Labour Relations** Act, 1995 and the Hospital Labour Disputes Arbitration Act. The office is responsible for the receipt and processing of requests from **employers** and trade **unions** for the appointment of arbitrators and nominees to boards of arbitration. Activities include identifying individuals qualified to act under ministerial appointment, monitoring the progress of arbitration proceedings and cataloguing arbitration awards for public availability.

In association with the Labour-Management Advisory Committee, which advises the Minister on matters pertaining to arbitration, the office maintains a roster of qualified arbitrators.

LABOUR-MANAGEMENT SERVICES
OFFICE OF COLLECTIVE BARGAINING INFORMATION
400 University Ave., 11th Flr.
Toronto M7A 1T7
416-326-1260
Fax 416-326-1277
OTHER LANGUAGES: French
HOURS: 8:00-5:00

The Office of **Collective Bargaining** Information provides research and analytical support to a variety of clients including government, labour and management. The office compiles and analyzes labour relations trends, collective bargaining outcomes, wages and benefits, and prepares a number of related reports. In addition to a labour relations/collective bargaining information data base, an up-to-date collective agreements library is maintained and made available to clients Monday - Friday, 9:00 a.m. - 4:00 p.m.

LABOUR-MANAGEMENT SERVICES
OFFICE OF MEDIATION
400 University Ave., 5th Flr.
Toronto M7A 1T7
416-326-7358
Fax 416-326-7367

The Office of Mediation's goals are to foster harmonious labour relations and to minimize disruption in the economy arising from strikes and lockouts. The office provides conciliation and mediation services in order to assist the parties in effecting collective agreements. Parties in a labour dispute must use the government's conciliation services before resorting to strikes or lockouts.

PREVENTION AND COMPENSATION POLICY BRANCH
400 University Ave., 15th Flr.
Toronto M7A 1T7
416-325-4892
Fax 416-326-7650
HOURS: 8:30-5:00

The Prevention and Compensation Policy Branch conducts and coordinates research, develops policy and provides advice in relation to workers' compensation and occupational health and safety.

AGENCIES

OCCUPATIONAL DISEASE PANEL
69 Yonge St., Ste. 1004
Toronto M5E 1K3
416-327-4156
Fax 416-327-4166
HOURS: 8:30-5:00

The Occupational Disease Panel is mandated to investigate possible occupational **diseases** in the province, connections between diseases and the workplace, and to make recommendations on the criteria and eligibility rules for evaluating compensation claims and report its findings to the Workers' Compensation Board.

OFFICE OF THE EMPLOYER ADVISER
Head Office
101 Bloor St. W., Ste. 501
Toronto M5S 1P7
416-327-0020
1-800-387-0774 (Toll-free)
Fax 416-327-0726
OTHER LANGUAGES: French
HOURS: 8:00-5:00 

The mission of the Office of the Employer Adviser (**OEA**) is "to provide the employer community with advisory services, education and information on Workers' Compensation issues and for small **employers**, consulting and representation services".

The OEA is an agency of the Ministry of Labour and provides service and representation free of charge to employers. The OEA budget is fully charged back to the WCB.

The office delivers programs through the Toronto office and Regionally through Employer Advisers.

For more information about OEA programs and services contact the Central Office in Toronto.

CENTRAL AND EASTERN REGION

Regional Office
101 Bloor St. W., Ste. 501
Toronto M5S 1P7
416-327-0020
1-800-387-0774 (Toll-free)
Fax 416-327-0726
OTHER LANGUAGES: French
HOURS: 8:00-4:30 

OFFICE OF THE WORKER ADVISER
123 Edward St., Ste. 1300
Toronto M5G 1E2
416-325-8570 collect calls accepted
Fax 416-325-4830
OTHER LANGUAGES: French, Italian, Portuguese, Spanish, Finnish, Restricted Services In Chinese
HOURS: 8:30-5:00

The Office of the Worker Adviser (OWA) assists, educates and represents injured workers with WCB claims through all stages of the Workers' Compensation System, including appeals before the **Workers' Compensation Board** and Workers' Compensation Appeals Tribunal. A resource and **information service** focusing on Workers' Compensation issues is also available to the public.

Worker Adviser service is provided outside Toronto through Regional Offices.

20 Alberta Rd., 2nd Flr.
Elliot Lake P5A 1Z6
705-848-6413
Fax 705-848-2943
HOURS: 8:30-5:00

25 Main St. W., Ste. 1221
Hamilton L8P 1H1
905-521-7571
1-800-263-9209 (Toll-free) (area code 905)
1-800-263-8572 (Toll-free) (area codes 613 & 519)
Fax 905-546-8250
HOURS: 8:30-5:00

824 King St. W., Ste. 304
Kitchener N2G 1G1
519-579-2340
1-800-265-2466 (Toll-free)
Fax 519-579-4530
HOURS: 8:30-5:00

495 Richmond St., Ste. 810
London N6A 5A9
519-679-7203
1-800-265-7924 (Toll-free)
Fax 519-663-9197
HOURS: 8:30-5:00

10 Kingsbridge Garden Cir., Ste. 512
Mississauga L5R 2G3
905-568-2359
1-800-387-8806 (Toll-free) (area codes 705 & 519)
1-800-267-3949 (Toll-free) (area code 905)
Fax 905-568-1086
HOURS: 8:30-5:00

Tower A
11 Holland Ave., Ste. 705
Ottawa K1Y 4S1
613-728-2006
1-800-267-6599 (Toll-free)
Fax 613-728-8052
HOURS: 8:30-5:00

747 Queen St. E.
Sault Ste. Marie P6A 2A8
705-759-4993
1-800-461-6023 (Toll-free)
Fax 705-759-6788
OTHER LANGUAGES: French
HOURS: 8:30-4:30

4002 Sheppard Ave. E., Ste. 502
Scarborough M1S 4R5
416-754-7659
1-800-268-4343 (Toll-free)
Fax 416-754-4938
HOURS: 8:30-5:00

957 Cambrian Heights Dr., 2nd Flr.
Sudbury P3C 5S5
705-524-1621
1-800-461-6372 (Toll-free)
Fax 705-675-4126
HOURS: 8:30-5:00

3350 Merrittville Hwy., Ste. 7
Thorold L2V 4Y6
905-984-3004
1-800-414-4512 (Toll-free)
Fax 905-984-8335
HOURS: 8:30-5:00

107B Johnson Ave.
Thunder Bay P7B 2V9
807-345-4403
1-800-465-3966 (Toll-free)
Fax 807-345-4472
HOURS: 8:30-5:00

60 Wilson Ave., 3rd Flr.
Timmins P4N 2S7
705-268-3454
1-800-461-9854 (Toll-free)
Fax 705-268-8737
HOURS: 8:30-5:00

880 Ouellette Ave., Ste. 801
Windsor N9A 1C7
519-254-7558
1-800-265-5649 (Toll-free)
Fax 519-973-1428
HOURS: 8:30-5:00

3700 Steeles Ave. W., Ste. 902
Woodbridge L4L 8K8
905-856-4366
1-800-387-7495 (Toll-free)
Fax 905-856-5565
HOURS: 8:30-5:00

ONTARIO LABOUR RELATIONS BOARD
400 University Ave., 4th Flr.
Toronto M7A 1V4
416-326-7500
Fax 416-326-7531
OTHER LANGUAGES: French
HOURS: 8:00-5:00

The Ontario **Labour Relations** Board is a neutral, quasi-judicial tribunal which adjudicates matters under the Ontario Labour Relations Act. The Act gives the Board power to deal with specific labour relations matters, including: **certification** of a trade union, termination of a trade union's bargaining rights, complaints of unfair labour practices, first contract **arbitration**, declarations of successorship of employers or trade **unions**, cease and desist orders and declarations of illegal **strikes** and **lockouts**, trusteeship of locals of trade unions, consent to prosecute, arbitration of grievances in the **construction** industry and trade union jurisdictional disputes.

The board also deals with declarations of illegal strikes and lockouts, cease and desist orders and consents to prosecute under the School Boards and Teachers' Collective Negotiations Act; employee complaints of being disciplined, penalized or coerced for acting in compliance with the **Occupational Health and Safety** Act, **Smoking** in the Workplace Act and the Environmental Protection Act. The Ontario Labour Relations Board also hears orders of Ministry Inspectors (under the Occupational Health and Safety Act) and Officers (under the Employment Standards Act). The Board's Labour Relations Officers also mediate disputes prior to adjudication. Certain provisions of the Hospital Labour Disputes Arbitration Act and the **Colleges Collective Bargaining** Act are administered by the board.

For the general public, the board publishes an Annual Report, a booklet entitled "Guide to the Labour Relations Act", a bi-monthly report of decisions entitled "Ontario Labour Relations Board Reports", and pamphlets: "Rights of **Employees**, Employers and Trade Unions", "Certification by the Ontario Labour Relations Board", and "Unfair Labour Practice Proceedings Before the Ontario Labour Relations Board". The board's library is also open to the public from 9:00 a.m.- 1:00 p.m. Monday to Friday (telephone: 416-326-7468).

PAY EQUITY COMMISSION
Pay Equity Office
150 Eglinton Ave. E., 5th Flr.
Toronto M4P 1E8
416-481-4464
1-800-387-8813 (Toll-free)
Fax 416-314-8741
OTHER LANGUAGES: French
HOURS: 8:30-5:00

Pay Equity Hearings Tribunal
150 Eglinton Ave, E., 5th Flr.
Toronto M4P 1E8
416-314-0004
416-314-2379 (TTY)
1-800-424-1168 (Toll-free) (TTY)
1-800-668-3946 (Toll-free)
Fax 416-314-8743
OTHER LANGUAGES: French
HOURS: 8:30-5:00

The **Pay Equity** Commission was established to assist all parties in achieving and maintaining pay equity in the workplace. Implementation of Pay Equity is a self-managed process undertaken by employers and employees or bargaining agents, with minimal involvement, if any, of the commission. The Pay Equity Commission is organized into two separate, independent parts: the Pay Equity Office and the Pay Equity Hearings Tribunal.

The Pay Equity Office has a mandate to provide information and public education, policy and research, and complaint resolution.

The Pay Equity Hearings Tribunal, an independent quasi-judicial adjudicative body, hears and determines all matters and disputes that arise under the Pay Equity Act. Hearings may be held at the request of an employer, union, individual employee, or if the matter is referred to the Tribunal by the Pay Equity Office. See also entries at Tribunals' Office.

PUBLIC SERVICE APPEAL BOARDS
180 Dundas St. W., Ste. 2100
Toronto M5G 1Z8
416-326-1388
Fax 416-326-1396
HOURS: 8:00-5:00

The **Public Service Appeals** Board is the administrative structure that supports two adjudicative agencies: the Crown Employees **Grievance** Settlement Board and the Public Service Grievance Board.

PUBLIC SERVICE APPEAL BOARDS
CROWN EMPLOYEES GRIEVANCE SETTLEMENT BOARD
180 Dundas St. W., Ste. 2100
Toronto M5G 1Z8
416-326-1388
Fax 416-326-1396
HOURS: 8:00-5:00

The Crown Employees Grievance Settlement Board hears disputes over the interpretation and application of collective agreements established under the Crown Employees Collective Bargaining Act.

PUBLIC SERVICE APPEAL BOARDS
ONTARIO PUBLIC SERVICE LABOUR RELATIONS TRIBUNAL
180 Dundas St. W., Ste. 2100
Toronto M5G 1Z8
416-326-1388
Fax 416-326-1396
HOURS: 8:00-5:00

The tribunal formerly administered the Crown Employees Collective Bargaining Act and adjudicates matters referred to it by government employers, employee organizations or employees, such as representation rights, unfair labour practices complaints, bad-faith bargaining, successor rights, alleged strikes and lockouts, consent to prosecute, inclusions and exclusions of employees in bargaining units, exemptions from payment of union dues and the duty of fair representation owed by employee organizations to individual employees. On Feb. 14, 1994, its jurisdiction to hear new cases was given to the Ontario Labour Relations Board. Records for cases after February 14, 1994, are located with the Ontario Labour Relations Board.

PUBLIC SERVICE APPEAL BOARDS
PUBLIC SERVICE GRIEVANCE BOARD
180 Dundas St. W., Ste. 2100
Toronto M5G 1Z8
416-326-1388
Fax 416-326-1396
HOURS: 8:00-5:00

The Public Service Grievance Board hears disputes under the Public Service Act for employees of the Ontario Public Service not covered by a collective agreement.

TRIBUNALS' OFFICE
150 Eglinton Ave. E., 5th Flr.
Toronto M4P 1E8
416-314-0004
416-314-2379 (TTY)
1-800-424-1168 (Toll-free) (TTY)
1-800-668-3946 (Toll-free)
Fax 416-314-8743
OTHER LANGUAGES: French
HOURS: 8:30-5:00

The Tribunals' Office provides administrative support services to the Pay Equity Hearings Tribunal and the Board of Inquiry (Human Rights Code).

WORKER'S COMPENSATION APPEALS TRIBUNAL
505 University Ave., 7th Flr.
Toronto M5G 1X4
416-598-4638
Fax 416-326-5164
OTHER LANGUAGES: French
HOURS: 8:00-5:00

The Workers' **Compensation Appeals** Tribunal (**WCAT**) is the final level of appeal to which workers and employers may bring **Workers' Compensation Board** (WCB) matters regarding entitlement to benefits, health care, vocational rehabilitation and re-employment obligations. It also decides appeals from WCB decisions on assessments, penalties and transfers of costs, as well as disputes over employer access to workers' files and workers' objections to undergoing medical examinations requested by employers. In addition, the Tribunal decides if a person has the right to sue in court instead of making a compensation claim. WCAT is an independent tribunal, separate and apart from the WCB. Decisions are made by tripartite panels composed of Order in Council appointees.

The Tribunal's common records may not correspond exactly to the descriptions provided in the Directory's introductory chapter.

WORKERS' COMPENSATION BOARD
Head Office
Simcoe Place
200 Front St. W., Ground Flr.
Toronto M5V 3J1
416-344-4078
1-800-387-0750 (Toll-free)
1-800-387-0050 (Toll-free) (TTY)
Fax 416-344-2016
OTHER LANGUAGES: French
HOURS: 8:30-4:30

The Ontario workers' **compensation** system is a no-fault system in which injured workers forego the right to sue their employer, and employers assume liability for the costs of workplace accidents and **diseases**. The **Workers' Compensation Board** (**WCB**) is a Crown agency created by an Act of the Ontario Legislature in 1914. It is responsible for

administering the Workers' Compensation Act and Regulations of Ontario. The WCB provides compensation to workers who sustain **injuries** arising out of and in the course of employment, or who contract an occupational disease. The workers' compensation system provides for the following benefits: coverage of any necessary health care costs resulting from a work-related injury or disease; replacement of lost earnings for the time missed from work while the worker recovers; both future economic loss and/or non-economic loss benefits for permanent impairment; any necessary **medical** and **vocational rehabilitation** (VR); retraining and re-employment for some workers; survivors' benefits, including VR, in the case of a fatality.

The system is funded by two groups of employers: Schedule 1 employers who are insured through collective liability; and Schedule 2 employers who are "self-insurers" and individually liable for the cost of their claims and related administrative expense. The WCB does not receive government funding or other financial assistance. Experience rating programs offered by the WCB provide a financial incentive to employers to reduce the occurrence of workplace accidents and diseases.

The Chair and Board of Directors report to the Lieutenant-Governor-in-Council, through the Minister of Labour, who answers for the WCB in the Legislature.

The WCB has an Employment Equity Office (416-344-4099), and maintains a library of research and reference materials (416-344-4051), as well as videotapes and publications (416-344-4200) at its head office in Toronto.

Objections to decisions are reviewed by the Appeals Branch of the Human Resources and Client Appeals Division, located at the WCB's head office in Toronto. If the Appeals Branch cannot grant the objection, clients may appeal the decision to the independent Workers' Compensation Appeals Tribunal.

The WCB is organized into a Corporate Executive and seven divisions: Client Services, Communications and Public Affairs, Finance and Administration, Human Resources and Client Appeals, Information Services, Investments, and Strategic Policy and Analysis.

The Corporate Executive includes: The Chair, Vice-Chair of Administration and CEO and the Office of the Secretary. The Employment Equity Office (416-344-4090), the Internal Audit Branch (416-344-3662) and the Special Investigations Branch (416-344-4151) report directly to the Vice-Chair of Administration and CEO.

Client Services at head office consists of 8 Integrated Service Units (ISUs) that provide integrated adjudication, vocational rehabilitation and medical services in the Toronto and Central Ontario Region. ISU designation is based on employer postal codes. The only industry-based ISU is Central Ontario Construction, which serves the construction industry in the Central Ontario Region from its Toronto office.

Two Complex Case Units (CCUs) provide specialized services province-wide. The CCU (Diseases) handles all disease claims and fatalities; the CCU (Injuries) handles serious injuries, Non-Economic Loss (NEL) and Future Economic Loss (FEL) benefits, and implements Workers' Compensation Appeals Tribunal decisions.

Regional offices are located in Hamilton, Ottawa, Thunder Bay, Sudbury, Windsor and London.

Area offices are located in Kingston, North Bay, St. Catharines, Kitchener/Waterloo, Sault Ste. Marie and Timmins. In addition, there is a claims information centre located in Toronto.

The Clinical and Rehabilitation Services Department includes Clinical Resources and Consulting Services (416-344-2994), Downsview Rehabilitation Centre (416-344-1761) and the Community Health Care Branch (416-344-2910).

The Communications and Public Affairs Division comprises: Corporate Communications (416-344-4182), Creative Services (416-344-4440) and Language Services (416-344-2002).

Finance and Administration comprises: Controllership (416-344-4503); Actuarial Services (416-344-4472); Administrative Support Services (416-344-2882); Investments Administration (416-344-4509); Records Management (416-344-3802); Treasury (416-344-4242); and the Revenue Department which includes Accident Cost Section (416-344-3484), Employer Audit and Collections (905-521-4407), Experience Rating Section (416-344-3452), Employer Registration and Assessment (416-344-3363), Employer Schedule 2 (416-344-3644), Revenue Strategy - Environment for Tomorrow (RESET) (416-969-1884) and Workwell Project (416-344-3471).

Human Resources and Client Appeals comprises: Compensation (416-344-4273), Appeals Branch (416-344-1014), Employee Health Services (416-344-4690), Human Resources and Corporate Training Branch (416-344-4575), Staff Relations (416-344-4317) and the Farm Safety Association (1-800-361-8855).

Information Services comprises: Applications Development I (416-344-3881), Applications Development II (416-344-4000), Support Services (416-344-3611), Technology Services (416-344-3767) and Rapid Applications Development (416-344-4025).

Investments comprises: Bonds and Money Market (416-344-4537), Equities (416-344-4525) and Real Estate (416-344-4523).

Strategic Policy and Analysis comprises: Benefits Policy (416-344-4324), Legal (416-344-3150), Medical and Occupational Disease Policy (416-344-4370), Research and Evaluation (416-344-4215) and Revenue Policy (416-344-4146).

AREA OFFICES

Kingston Area Office
234 Concession St., Ste. 304
Kingston K7K 6W6
613-544-9682
1-800-267-9461 (Toll-free)
HOURS: 8:30-4:30

Kitchener/Waterloo Area Office
151 Frederick St.
Kitchener N2H 2M2
519-576-2667
1-800-265-2570 (Toll-free)
OTHER LANGUAGES: French
HOURS: 8:30-4:30

North Bay Area Office
128 McIntyre St. W.
North Bay P1B 2Y6
705-472-5200
1-800-461-9521 (Toll-free)
OTHER LANGUAGES: French
HOURS: 8:30-4:30

Sault Ste. Marie Area Office
153 Great Northern Rd.
Sault Ste. Marie P6B 4Y9
705-942-3002
1-800-461-6005 (Toll-free)
OTHER LANGUAGES: French
HOURS: 8:30-4:30

St. Catharines Area Office
161 Carlton St., Ste. 201
St. Catharines L2R 1R5
905-687-8622
1-800-263-2484 (Toll-free)
OTHER LANGUAGES: French
HOURS: 8:30-4:30

Timmins Area Office
Hollinger Court
100 Waterloo Rd.
Timmins P4N 4X5
705-267-6427
1-800-461-9856 (Toll-free)
OTHER LANGUAGES: French
HOURS: 8:30-4:30

DOWNSVIEW REHABILITATION CENTRE

Downsview Rehabilitation Centre
115 Torbarrie Road
Downsview M3L 1G8
416-244-1761
Fax 416-240-2083
OTHER LANGUAGES: French, Full Range of Language Services Are Available
HOURS: 8:30-4:30

INTEGRATED SERVICE UNITS

Central Ontario East
Simcoe Place
200 Front St. W., 8th Flr.
Toronto M5V 3J1
416-344-1001
1-800-263-8877 (Toll-free)
1-800-387-0050 (Toll-free) (TTY)
Fax 416-344-3200
OTHER LANGUAGES: French, Full Range of Language Services Are Available
HOURS: 8:30-4:30

Complex Case Unit (Injuries)
Simcoe Place
200 Front St. W., 5th Flr.
Toronto M5V 3J1
416-344-1009
1-800-465-5538 (Toll-free)
1-800-387-0050 (Toll-free) (TTY)
Fax 416-344-2330
OTHER LANGUAGES: French, Full Range of Language Services Are Available
HOURS: 8:30-4:30

Toronto North
Simcoe Place
200 Front St. W., 4th Flr.
Toronto M5V 3J1
416-344-1003
1-800-387-8607 (Toll-free)
1-800-387-0050 (Toll-free) (TTY)
Fax 416-344-2235
OTHER LANGUAGES: French, Full Range of Language Services Available
HOURS: 8:30-4:30

Toronto South
Simcoe Place
200 Front St. W., 2nd Flr.
Toronto M5V 3J1
416-344-1008
1-800-387-0064 (Toll-free)
1-800-387-0050 (Toll-free) (TTY)
Fax 416-344-2140
OTHER LANGUAGES: French, Full Range of Language Service Are Available
HOURS: 8:30-4:30

Central Ontario Construction
Simcoe Place
200 Front St. W., 2nd Flr.
Toronto M5V 3J1
416-344-1004
1-800-387-0080 (Toll-free)
1-800-387-0050 (Toll-free) (TTY)
Fax 416-344-2039
OTHER LANGUAGES: French, Full Range of Language Services Are Available
HOURS: 8:30-4:30

Toronto West
Simcoe Place
200 Front St. W., 3rd Flr.
Toronto M5V 3J1
416-344-1006
1-800-387-0062 (Toll-free)
1-800-387-0050 (Toll-free) (TTY)
Fax 416-344-2576
OTHER LANGUAGES: French, Full Range of Language Services Are Available
HOURS: 8:30-4:30

Central Ontario South
Simcoe Place
200 Front St. W., 3rd Flr.
Toronto M5V 3J1
416-344-1007
1-800-387-0068 (Toll-free)
1-800-387-0050 (Toll-free) (TTY)
Fax 416-344-2707
OTHER LANGUAGES: French, Full Range of Language Services Are Available
HOURS: 8:30-4:30

Central Ontario West
Simcoe Place
200 Front St. W., 4th Flr.
Toronto M5V 3J1
416-344-1005
1-800-387-0025 (Toll-free)
1-800-387-0050 (Toll-free) (TTY)
Fax 416-344-2850
OTHER LANGUAGES: French, Full Range of Language Services Are Available
HOURS: 8:30-4:30

Toronto East
Simcoe Place
200 Front St. W., 6th Flr.
Toronto M5V 3J1
416-344-1002
1-800-387-0066 (Toll-free)
1-800-387-0050 (Toll-free) (TTY)
Fax 416-344-3030
OTHER LANGUAGES: French, Full Range of Language Services Are Available
HOURS: 8:30-4:30

Claims Information Centre
1382 St. Clair Ave. W.
Toronto M6E 1C6
416-652-1212
OTHER LANGUAGES: French, Italian, Spanish, Portuguese
HOURS: 8:30-4:30

Complex Case Unit (Diseases)
Simcoe Place
200 Front St. W., 4th Flr.
Toronto M5V 3J1
416-344-1010
1-800-465-9646 (Toll-free)
1-800-387-0050 (Toll-free) (TTY)
Fax 416-344-2380
OTHER LANGUAGES: French, Full Range of Language Services Are Available
HOURS: 8:30-4:30

REGIONAL OFFICES

Hamilton Regional Office (N & S)
120 King St. W.
P. O. Box 2099, LCD1
Hamilton L8N 4C5
905-523-1800
1-800-263-8488 (Toll-free)
1-800-387-0050 (Toll-free) (TTY)
Fax 1-905-523-7014
OTHER LANGUAGES: French, Italian, Spanish, Portuguese
HOURS: 8:30-4:30

London Regional Office
148 Fullarton St.
London N6A 5P3
519-663-2331
1-800-265-4752 (Toll-free)
1-800-387-0050 (Toll-free) (TTY)
Fax 519-663-2381
OTHER LANGUAGES: French, Italian, Spanish, Portuguese
HOURS: 8:30-4:30

Ottawa Regional Office (E & W)
360 Albert St., Ste. 200
Ottawa K1R 7X7
613-238-7851
1-800-267-9601 (Toll-free)
1-800-387-0050 (Toll-free) (TTY)
Fax 613-239-3435
OTHER LANGUAGES: French, Italian, Spanish, Portuguese
HOURS: 8:30-4:30

Sudbury Regional Office
30 Cedar St.
Sudbury P3E 1A4
705-675-9301
1-800-461-3350 (Toll-free)
1-800-387-0050 (Toll-free) (TTY)
Fax 705-675-9367
OTHER LANGUAGES: French, Italian, Spanish, Portuguese
HOURS: 8:30-4:30

Thunder Bay Regional Office
410 Memorial Ave.
P. O. Box 7000
Thunder Bay P7C 5S2
807-343-1710
1-800-465-3934 (Toll-free)
1-800-387-0050 (Toll-free) (TTY)
Fax 807-343-1702
OTHER LANGUAGES: French, Italian, Spanish and Portuguese
HOURS: 8:30-4:30

Windsor Regional Offices
235 Eugenie St. W.
Windsor N8X 2X7
519-966-0660
1-800-265-7380 (Toll-free)
1-800-387-0050 (Toll-free) (TTY)
Fax 519-972-4181
HOURS: 8:30-4:30

ACTS

The Ministry of Labour is responsible for the Acts listed below.

Agricultural Labour Relations Act, 1994
Blind Workers' Compensation Act
Crown Employees Collective Bargaining Act
Employment Agencies Act
Employment Standards Act
Government Contracts Hours and Wages Act
Hospital Labour Disputes Arbitration Act
Industrial Standards Act
Labour Relations Act
Ministry of Labour Act
Occupational Health and Safety Act
One Day's Rest in Seven Act
Pay Equity Act
Rights of Labour Act
Smoking in the Workplace Act
Workers' Compensation Act
Workers' Compensation Insurance Act

MINISTRY OF MUNICIPAL AFFAIRS AND HOUSING

777 Bay St., 17th Flr.
Toronto M5G 2E5
416-585-7124

The merger of the former Ministry of Municipal Affairs with the Ministry of Housing, was announced on June 26, 1995.

The ministry is responsible for local government and community planning in Ontario. Through operational and technical assistance, the ministry encourages renewal activity in municipalities, and sound planning at the community level. Appropriate legislative, institutional, organizational, financial and management policies for municipal governments are also determined by the ministry.

DEPUTY MINISTER'S OFFICE

BOARD OF NEGOTIATION
180 Dundas St. W., Ste. 2210
Toronto M5G 1Z8
416-326-4700
HOURS: 8:00-4:30

The Board of Negotiation may act as a mediator in negotiating a settlement when **real property** is expropriated and no agreement can be reached on **compensation**. The property owner or the expropriating authority can request the services of the board.

COMMUNICATIONS BRANCH
777 Bay St., 17th Flr.
Toronto M5G 2E5
416-585-7041 customer assistance
416-585-7025
Fax 416-585-6227
OTHER LANGUAGES: French
HOURS: 8:00-4:30

The Communications Branch provides information and communications services to the Ministry of Municipal Affairs and Housing and its agencies.

The French Language Services section of the branch coordinates and monitors delivery of French language services for the ministry and provides translation services.

COMMUNICATIONS BRANCH
THE FRENCH LANGUAGE SERVICES AND CORRESPONDENCE UNIT
777 Bay St., 17th Flr.
Toronto M5G 2E5
416-585-4032
HOURS: 8:30-4:30

The French Language Services and Correspondence Unit is responsible for the tracking and production of all correspondence addressed to the Minister and Deputy Minister. The unit monitors performance standards for correspondence and maintains a central filing system and information.

CORPORATE RESOURCES MANAGEMENT DIVISION

777 Bay St., 10th Flr.
Toronto M5G 2E5
416-585-6670
HOURS: 8:00-4:30

Corporate Resources Management Division supports and advises the ministry in achieving program objectives by developing management policies and processes; setting administrative standards; delivering essential resource and support services, and providing ongoing advice on a range of management and workforce activities and issues through the following branches: human resources, corporate planning and finance, administrative services, legal services, information technology services and audit services.

ADMINISTRATIVE SERVICES BRANCH
777 Bay St., 3rd Flr.
Toronto M5G 2E5
416-585-7232
HOURS: 8:00-4:30

The Administrative Services Branch supplies the ministry with administrative services, including supply management, recorded information, printing, duplicating, facilities management, mail services and fleet management. The branch also administers the Freedom of Information and Protection of Privacy legislation. Liaison is provided with Management Board Secretariat to coordinate common services.

The branch is also responsible for the library located in Toronto at 777 Bay Street, 2nd Floor. The library operates a Freedom of Information reading room which provides public access to the ministry's publications, statutes and operational manuals listed in the Freedom of Information and Protection of Privacy Directory of Records.

AUDIT SERVICES BRANCH
777 Bay St., 4th Flr.
Toronto M5G 2E5
416-585-6550
HOURS: 8:30-5:00

The Audit Services Branch assists the Deputy Minister and all levels of ministry management in the Ministry of Municipal Affairs and Housing and its agencies in the effective discharge of their duties. The branch conducts independent and objective

evaluations of the effectiveness of controls, activities and processes, to ensure that controls and processes are satisfactory and recommends any needed improvements. The branch also provides consulting services on the adequacy of controls at the design stage of new systems, new programs and program close outs.

CORPORATE PLANNING & FINANCE BRANCH
777 Bay St., 3rd Flr.
Toronto M5G 2E5
416-585-6577
Fax 416-585-7328
HOURS: 8:00-5:00

The Corporate Planning and Finance Branch is responsible for the coordination of policy analysis and advice regarding impacts on the ministry of policy proposals initiated by other ministries and levels of government; the business and resource planning process in the ministry; and financial management and accounting services related to all Ministry of Municipal Affairs and Housing programs, and support to agencies including Ontario Housing Corporation, Ontario Mortgage Corporation, Ontario Municipal Board, Office for the Greater Toronto Area, Office of the Provincial Facilitator and the Waterfront Regeneration Trust.

Other services provided by the branch include the coordination of housing-related, cost-sharing arrangements with the federal government, and the provision of accounting and banking services to 54 local **housing authorities** across the province.

Financial liaison with the Provincial Auditor and the Ministry of Finance is also provided by the branch.

HUMAN RESOURCES BRANCH
777 Bay St., 3rd Flr.
Toronto M5G 2E5
416-585-6003
Fax 416-585-7195
OTHER LANGUAGES: French
HOURS: 8:30-4:30

Human Resources Branch provides a full range of human resources services to the Ministry of Municipal Affairs and Housing and the local housing authorities throughout the province.

The services provided include redeployment, recruitment, Workplace Discrimination and Harassment Prevention (WDHP) coordination and investigation/advisory services; organization development and design; labour relations and grievance administration; health and safety advisory services; pay/benefits services and an equal opportunity program. In addition, the branch is responsible for strategic human resources planning, and policy development and analysis.

The branch provides service to the Ontario Housing Corporation, its agencies and the local housing authorities as follows: WDHP coordination, labour relations and grievance administration, collective bargaining pay/benefits administration and is responsible for strategic human resources planning and policy development analysis.

The branch is the ministry, Ontario Housing Corporation and the Local Housing Authorities' liaison on human resources matters with Management Board Secretariat, Ontario Public Service Employees Union (OPSEU) and the Canadian Union of Public Employees (CUPE).

Metropolitan Toronto Housing Authority has its own Human Resources Branch to serve managers and staff of the authority (416-969-6300).

INFORMATION AND TECHNOLOGY SERVICES BRANCH
777 Bay St., 3rd Flr.
Toronto M5G 2E5
416-585-6649
Fax 416-585-7394
HOURS: 8:30-5:00 

The Information and Technology Services Branch provides direction, advice and services to the Ministry of Municipal Affairs and Housing and its agencies relating to information technology strategic plans, information technology needs for effective program delivery; the use of office technology and telecommunications; and technology planning and policy development in support of the ministry's business goals and program objectives. The branch works with Management Board Secretariat's Information and Technology Division.

LEGAL SERVICES BRANCH
777 Bay St., 12th Flr.
Toronto M5G 2E5
416-585-6554
416-585-6703
Fax 416-585-6186
OTHER LANGUAGES: French
HOURS: 8:30-5:00 

The Legal Services Branch provides a full range of legal services to the Ministry of Municipal Affairs and Housing and its boards and agencies. Services include statutory interpretation, drafting legislation, preparation of legal documents such as contracts, leases and mortgages, and offering legal opinions on a wide variety of issues. Counsel in the branch also assists in the legal aspects of policy development and program delivery. Other services include prosecutions, litigation support to Crown Law Office Civil, advocacy before administrative tribunals, such as the Ontario Municipal Board, and prosecutions.

HOUSING OPERATIONS DIVISION

777 Bay St., 10th Flr.
Toronto M5G 2E5
416-585-6152
Fax 416-585-7617
HOURS: 8:30-4:45

The Housing Operations Division is responsible for the administration of all not-for-profit housing, housing supply and public housing (OHC).

Ministry staff work with non-profit and cooperative housing organizations, the private sector, other ministries and other levels of government in the administration of private and municipal non-profit and cooperative housing. Divisional staff also provide services to the Ontario Housing Corporation, and landlords of Ontario's public housing stock.

EXECUTIVE SUPPORT UNIT

777 Bay St., 10th Flr.
Toronto M5G 2E5
416-585-6152
Fax 416-585-7617

The Executive Support Unit provides support to the Assistant Deputy Minister's office and senior management in the coordination of divisional and corporate level initiatives and business support activities that cross individual branch or regional interests. The unit plays a coordinating role in divisional projects arising from government priorities.

NON-PROFIT AND MARKET HOUSING PROGRAMS BRANCH

777 Bay St., 2nd Flr.
Toronto M5G 2E5
416-585-6458
Fax 416-585-7003
HOURS: 8:30-4:45

The Non-Profit and Market **Housing** Programs Branch develops and administers non-profit and market housing programs. The key functions includes contributing to the development of policy directions, program/service design, development of program guidelines and procedures, monitoring and reporting on program performance, and forecasting and tracking of program financial requirements.

ONTARIO HOUSING CORPORATION SUPPORT BRANCH

777 Bay St., 4th Flr.
Toronto M5G 2E5
416-585-7485
1-800-268-5994 (Toll-free)
Fax 416-585-7085
HOURS: 8:30-4:45

The Ontario Housing Corporation Support Branch provides dedicated services to the Ontario Housing Corporation (OHC) to assist in the management of OHC's public housing portfolio. The branch facilitates communication with seven regional offices and OHC's

local delivery agents (54 local housing authorities); designs, develops and supports the implementation and evaluation of programs; supports the planning and coordination of housing and support services for people with special needs; provides corporate secretarial services to the OHC board; administers the appointment of members to the OHC board and to the boards of the 54 local housing authorities; and manages and coordinates corporate initiatives and projects.

Southern Regional Office
120 King St. W., 4th Flr.
Hamilton L8P 4V2
905-521-7500
Fax 905-521-7200
OTHER LANGUAGES: French
HOURS: 8:30-4:45

Southwestern Regional Office
380 Wellington St., Ste. 1100
London N6A 5B5
519-679-7110
Fax 519-675-7674
HOURS: 8:30-4:45

Central Regional Office
625 Cochrane Drive, 3rd Flr.
Markham L3R 9R9
905-305-4000
1-800-881-3678 (Toll-free)
Fax 905-305-4053
HOURS: 8:30-4:45

Eastern Regional Office
1547 Merivale Road, 5th Flr
Nepean K2G 4V3
613-225-6776
1-800-267-6108 (Toll-free)
Fax 613-225-6925

Northern Regional Office
662 Falconbridge Road
Sudbury P3A 4S4
1-800-461-1190 (Toll-free)
705-560-6350
Fax 705-560-4262
HOURS: 8:30-4:45

Northwestern Regional Office
540 Arthur St. W.
Thunder Bay P7E 5R7
807-475-1465
Fax 807-473-3032
HOURS: 8:30-4:45

Metro Regional Office
4950 Yonge St., 4th Flr.
Willowdale M2N 6K1
416-225-1211
1-800-668-0208 (Toll-free)
Fax 416-225-9717
HOURS: 8:30-4a:45

REGIONAL OFFICES

The Regional Offices are responsible for the administration of social and market housing programs across the province. Regional Offices (located in Hamilton, London, Ottawa, Toronto, Markham, Sudbury and Thunder Bay) provide technical, financial and administrative support to 54 local housing authorities, and over 1,000 non-profit housing corporations and cooperatives.

The Regional Offices ensure the province-wide administration of various social and market housing programs, including Provincial Non-Profit Housing Programs, and Rent Supplement Program.

REGIONAL OFFICES

Southern Region
120 King St. W., 4th Flr.
Hamilton L8P 4V2
905-521-7500
1-800-263-8295 (Toll-free)
Fax 905-521-7200
OTHER LANGUAGES: French
HOURS: 8:30-4:45

Southwestern Region
380 Wellington St., Ste. 1100
London N6A 5B5
519-679-7110
1-800-265-4733 (Toll-free)
Fax 519-675-7674
HOURS: 8:30-4:45

Central Region
625 Cochrane Drive, 3rd Flr
Markham L3R 9R9
905-305-4000
1-800-881-3678 (Toll-free)
Fax 905-305-4053

Eastern Region
1547 Merivale Road, 5th Flr
Nepean K2G 4V3
1-800-267-6108 (Toll-free)
613-225-6776
Fax 613-225-6925
OTHER LANGUAGES: French
HOURS: 8:30-4:45

Metro Region
Madison Centre
4950 Yonge St., Ste. 400
North York M2N 6K1
416-225-1211
Fax 416-225-9717
HOURS: 8:30-4:45

Northern Region
662 Falconbridge Rd.
Sudbury P3A 4S4
705-560-6350
1-800-461-1190 (Toll-free)
Fax 705-560-4262
HOURS: 8:30-4:45

Northwestern Region
540 Arthur St. W.
Thunder Bay P7E 5R7
807-475-1465
1-800-465-5015 (Toll-free)
Fax 807-473-3032
HOURS: 8:30-4:45

REGIONAL OFFICES
NON-PROFIT HOUSING PROGRAMS
777 Bay St., 2nd Flr.
Toronto M5G 2E5
416-585-6458
HOURS: 8:30-4:45

The Non-Profit **Housing** Programs provide a source of moderate-cost housing for families, senior citizens, childless couples, single persons and persons with disabilities. These programs were designed to allow community-based sponsoring groups to create reasonably priced housing. Sponsors were municipal and private non-profit corporations, non-profit housing cooperatives, churches, service clubs and other associations.

About 70 percent of the units created are allocated to people who cannot afford suitable accommodation. They pay **rents** based on their incomes (about 29 percent effective August 1, 1996 and 30 percent effective August 1, 1997 of gross income) rather than on the size or type of units they require.

Under the Federal/Provincial Non-Profit Housing Programs, **subsidies** are provided to the community-based sponsors by the provincial government, under a federal/provincial cost-sharing arrangement.

The Ontario Non-Profit Housing Programs are another source of subsidies provided to community-based sponsors by the provincial government.

The above programs are administered by the ministry's Regional Offices. For information, contact the local Regional Office.

REGIONAL OFFICES
PUBLIC HOUSING PROGRAM
777 Bay St., 4th Flr.
Toronto M5G 2E5
416-585-7485
HOURS: 8:30-4:45

The Public **Housing** Program is a form of government-assisted housing in Ontario. The program refers to housing owned by the Ontario Housing Corporation, which is managed by 54 housing authorities across the province. There are approximately 84,000 units of public housing in Ontario. All public housing units are subsidized in order to make them affordable to individuals and families in need.

REGIONAL OFFICES
RENT SUPPLEMENT PROGRAM
777 Bay St., 2nd Flr.
Toronto M5G 2E5
416-585-7485
Fax 416-585-7085
HOURS: 8:30-4:45

The Ontario **Housing** Corporation (OHC) through its Local Housing Authorities (LHA) work closely with the private sector to make suitable rental accommodation available for **tenants** who pay **rents** geared to their incomes. Under the Rent Supplement Program, OHC pays landlords the difference between the tenants' geared-to-income rents and the full rental rate negotiated between OHC (or the LHA) and the landlords.

Prospective tenants are chosen from the LHA priority list for rent-geared-to-income housing. The landlord agrees to receive applications of prospective tenants from the LHA. The applicant is advised of the availability of the unit by the LHA, and leasing arrangements are made between the landlord and the prospective tenant. The tenant accepted by the landlord signs a lease with the landlord who is responsible for the normal landlord/tenant relationships, such as rent collection, maintenance, repairs and services normally offered to all tenants in the building.

For further information, contact the local housing authority office (see Ontario Housing Corporation and Local Housing Authorities).

HOUSING POLICY AND PROGRAMS DIVISION

777 Bay St., 10th Flr.
Toronto M5G 2E5
416-585-7482
Fax 416-585-7233
HOURS: 8:30-5:00

The Housing Policy and Programs Division is responsible for all policy development functions in the ministry affecting housing. The division develops and administers the Ontario Building Code Act. It also delivers the Community Partners Program and all Rent Control Programs.

HOUSING DEVELOPMENT AND BUILDINGS BRANCH

777 Bay St., 2nd Flr.
Toronto M5G 2E5
416-585-4238
Fax 416-585-7531
OTHER LANGUAGES: French
HOURS: 8:30-5:00

The Housing Development and **Buildings** Branch is responsible for ministry policy on housing development issues and building regulation, Ontario's building regulatory system through development and administration of Building Code (which includes plumbing regulations). The branch supports training and interpretation on the Building Code for the building industry and municipal building officials. In these capacities the branch is also responsible for municipal property standards, and various issues affecting the building industry.

HOUSING POLICY BRANCH

777 Bay St., 2nd Flr.
Toronto M5G 2E5
416-585-7519
Fax 416-585-7607
HOURS: 8:30-5:00

The **Housing** Policy Branch is responsible undertaking and deseminating analyses of the housing market and for developing strategic policy recommendations and legislation in the areas of affordable housing supply, maintenance and management of the existing housing stock and rent regulation. The Community Partners Program is also delivered by the branch.

HOUSING POLICY BRANCH
COMMUNITY PARTNERS PROGRAM
777 Bay St., 4th Flr.
Toronto M5G 2E5
416-585-4239
Fax 416-585-7607
OTHER LANGUAGES: French
HOURS: 8:30-5:00

The Community Partners Program funds local services, usually called **Housing** Help Services, to assist low-income households find inexpensive rental housing. The services maintain registries of rental accommodations, match landlords and tenants, provide information on landlord and tenants' rights and responsibilities, and mediate landlord and tenant disputes.

Service providers must be not-for-profit organizations in Ontario.

RENT CONTROL PROGRAMS

Ontario's Rent Control Act limits the amount of rent increases in private, residential rental accommodation throughout Ontario and offers protection to tenants against inadequate maintenance of their rental units. The main office of Rent Control Programs provides an inspection and maintenance protection program in areas without municipal, health, safety and occupancy bylaws. Through a network of 20 area rent control offices, Rent Control Programs resolves applications from landlords and tenants, provides education and information services and investigates and prosecutes illegal activities. Area offices also provide information on all landlord and tenant matters, including the Landlord and Tenant Act.

Barrie Office
85 Bayfield St., Ste. 403
Barrie L4M 2A7
705-737-2111
1-800-461-2882 (Toll-free)
(County of Simcoe, Towns of E. Gwillimbury and Georgina in the Regional Municipality of York, District Municipality of Muskoka).
HOURS: 8:30-4:45

Etobicoke Office
5464 Dundas St. W., Ste 200
Etobicoke M9B 1B4
416-314-0780
HOURS: 8:30-4:45

Hamilton Office
25 Main St. W., Ste 620
Hamilton L8P 1H1
905-528-8701
1-800-668-9565 (Toll-free)
(Regional Municipalities of Hamilton-Wentworth, Halton, Haldimand-Norfolk, County of Brant)
HOURS: 8:30-4:45

Kingston Office
265 Ontario St., 1st Flr
Kingston K7K 2X5
613-548-6770
1-800-263-60920 (Toll-free)
HOURS: 8:30-4:45

Kitchener Office
30 Duke St. W., Ste 401
Kitchener N2H 3W5
519-579-5790
1-800-265-8926 (Toll-free)
(Regional Muncipality of Waterloo, Oxford, Elgin, Lambton, Perth, Huron)
HOURS: 8:30-4:45

London Office
150 Dufferin Ave., 2nd Flr
London N6A 5N6
519-679-7270
1-800-265-0937/8 (Toll-free)
(Counties of Middlesex, Oxford, Elgin, Lambton, Perth, Huron)
HOURS: 8:30-4:45

Mississauga Office
4 Robert Speck Pky., Ste 550
Mississauga L4Z 1S1
905-270-3280
HOURS: 8:30-4:45

North Bay Office
189 Wyld St.
North Bay P1B 1Z2
705-476-1231
1-800-463-4815 (Toll-free)
(District of Nipissing, Parry Sound)
HOURS: 8:30-4:45

Oshawa Office
28A Albert St.
Oshawa L1H 8S5
905-723-8135
1-800-461-0837 (Toll-free)
(Regional Municipality of Durham)
HOURS: 8:30-4:45

Ottawa Office
255 Albert St., 4th Flr
Ottawa K1P 6A9
613-230-5114
1-800-263-8957 (Toll-free)
(Regional Municipality of Ottawa-Carleton, Counties of Renfrew, Stormont-Dundas-Glengarry, Prescott and Russell, and Lanark)

Owen Sound Office
1077 Second Ave. E.
Owen Sound N4K 2H8
519-376-3202
1-800-265-3737 (Toll-free)
(Counties of Grey, Bruce)

Peterborough Office
300 Water St, Ste 209
Peterborough K9J 3C7
705-743-9511
1-800-461-0255 (Toll-free)
(counties of Peterborough, Northumberland, Victoria, Haliburton)

Scarborough Office
1200 Markham Rd., Ste 415
Scarborough M1H 3C3
416-314-8640
If long distance ask operator for Zenith 96000 (Toll-free)
(Scarborough and East York)

St. Catherines Office
43 Church St., Ste 505
St. Catherines L2R 7E1
905-684-6562
1-800-263-4937 (Toll-free)
(Regional Municipality of Niagara)

Sudbury Office
30 Cedar St., 8th Flr, Ste 801
Sudbury P3E 1A4
705-675-4373
1-800-461-9909 (Toll-free)

Thunder Bay Office
540 West Arthur St.
Thunder Bay P7E 5R7
807-475-1595
1-800-267-0898 (Toll-free)
(Districts of Thunder Bay, Kenora, Rainy River)
HOURS: 8:30-4:45

Timmins Office
111 Wilson Ave.
Timmins P4N 2S8
705-264-9555
1-800-461-5851 (Toll-free)
(Districts of Cochrane, Timiskaming)
HOURS: 8:30-4:45

Toronto City Office
56 Wellesley St. W., 8th Flr
Toronto M7A 2J9
416-326-9800
(City of Toronto)
HOURS: 8:30-4:45

North York Office
47 Sheppard Ave. E., 4th Flr, Ste 402
Willowdale M2N 5X5
416-314-9550
Fax 416-314-9550
(North York and Regional Muncipality of York, excluding the Towns of East Gwillimbury and Georgina)
HOURS: 8:30-4:45

Windsor Office
880 Ouellette Ave., Ste 302
Windsor N9A 1C7
519-253-3532
1-800-265-6924 (Toll-free)
(Counties of Essex, Kent)

RENT CONTROL PROGRAMS
RENT REGISTRY
415 Yonge St., 19th Flr
Toronto M5B 2E7
416-326-0923
Fax 416-326-0930

As part of the Rent Control Act, 1992, the province-wide Rent Registry records the maximum rent for private residential rental units. This process involves the annual updating of the **rents** filed by landlords in accordance with the rent control guideline or as a result of rent-setting orders.

Landlords were required to register complexes (other than boarding houses) with 7 or more units by December 1, 1992. Registration of complexes with 4 to 6 units will be required at a later date, but may be filed earlier. The rent to be filed is generally the rent charged on July 1, 1985, but in some cases will be the October 1, 1990 rent.

The registry records in its computer system the rent filed by the landlord and any rent orders. The landlord and tenants are notified, and may apply to local Rent Control Offices to correct information or dispute the legality of the registered rent.

The registry ensures compliance with registration requirements, investigates registered and current rents and prosecutes offences.

Information recorded in the Rent Registry is available from the local Rent Control Office serving the area where the complex is located (see listing under Rent Control Programs).

RENT CONTROL PROGRAMS
RENTAL HOUSING PROTECTION PROGRAM
415 Yonge St., 18th Flr
Toronto M5B 2E7
416-585-7527
Fax 416-585-6542

The Rental Housing Protection Program administers the Rental Housing Protection Act, 1989.

Certain activities that reduce the stock of rental housing in larger centres are restricted by the Act. Municipal councils' approvals are required for proposals to convert, demolish, renovate, sever into individual ownership or otherwise change the use of rental housing. Tenants may not be evicted for these activities until municipal approval is obtained. Controls over condominium conversion apply to all rental residential properties in the province.

The program provides advice on the Act to municipalities and the general public and undertakes inquiries on alleged violations. The Rental Housing Protection Act brochure is available to the general public in English, French, Polish, Portuguese and Chinese.

MUNICIPAL OPERATIONS DIVISION

777 Bay St., 14th Flr.
Toronto M5G 2E5
416-585-6600
Fax 416-585-6467
HOURS: 8:00-4:30

The branches within Municipal Operations Division provide a full range of services to support local government, including municipal grants and transfers, land use planning, economic development, educational services, and financial and operational services. Service is provided through head office branches and a network of five regional offices.

MUNICIPAL EXPENDITURES AND AGENCY RELATIONS BRANCH
777 Bay St., 12th Flr.
Toronto M5G 2E5
416-585-7124
OTHER LANGUAGES: French
HOURS: 8:30-4:30

The branches in the Municipal Expenditures and Agency Relations Branch are involved in the administration of grant payment to municipalities and other ministry clients (e.g. Ministry of Natural Resources) and the audit of provincial grant programs on behalf of the ministry and other ministries (Ministry of Environment and Energy, Ministry of Transportation).

MUNICIPAL EXPENDITURES AND AGENCY RELATIONS BRANCH
AUDIT/VERIFICATION UNIT
5400 Yonge St., Ste. 200
Willowdale M2N 5R5
416-223-4222
Fax 416-223-4142
OTHER LANGUAGES: French
HOURS: 8:30-4:30

The **Audit**/Verification Unit of the **Municipal** Expenditures and Agency Relations Branch audits provincial/municipal transfer payment programs for the Ministries of Agriculture, Food and Rural Affairs; Citizenship, Culture and Recreation; Community and Social Services; Environment and Energy; Finance; Health; Municipal Affairs and Housing; Natural Resources; Northern Development and Mines; and Transportation.

The bureau ensures that transfer payment recipients comply with relevant agreements and legislation, and works closely with the ministries and municipalities to promote accountability and sound financial management practices.

MUNICIPAL EXPENDITURES AND AGENCY RELATIONS BRANCH
MUNICIPAL EXPENDITURES BRANCH
777 Bay St., 12th Flr.
Toronto M5G 2E5
416-585-6012
HOURS: 8:30-4:30

The Municipal Expenditures Branch administers programs for the ministry under which grant or loan payments are made to **municipalities**, planning boards or individuals. It also pays property taxes to municipalities for government-owned properties.

Municipalities receive **grants** under the Unconditional Grants Act; grants in lieu of taxes on provincially owned and occupied properties; and conditional grant programs for planning, zoning and other municipal improvements.

Grants are also available to assist municipalities with pay equity programs, to pay for French municipal services and to administer planning activities in planning areas within unorganized territory in northern Ontario.

The branch also captures and maintains a large database of municipal financial and statistical information about municipalities. The information is made available to other ministries, municipalities and individuals.

PROVINCIAL PLANNING SERVICES BRANCH
777 Bay St., 14th Flr.
Toronto M5G 2E5
416-585-6014
HOURS: 8:00-4:30

The Provincial Planning Services Branch makes decisions on **land use planning** applications submitted under the Planning Act. These applications include **official plans**, official plan amendments, subdivision and condominium plans, land severance

applications, zoning orders and road adjustment bylaws. The branch also approve part-lot control bylaws, title validations and deeming bylaws and it monitors the Minister's authority delegated to municipalities and planning boards in unorganized territories. The branch is also responsible for the protection and implementation of provincial interests through the planning process, much of this being done at the preconsultation stage of the process. Special projects include streamlining the planning process by providing one-window service and implementing planning reforms.

REGIONAL OPERATIONS BRANCH
777 Bay St., 14th Flr.
Toronto M5G 2E5
416-585-7296
HOURS: 8:00-4:30

Municipal Boundaries Unit
777 Bay St., 11th Flr
Toronto M5G 2E5
416-585-7276 Fax: 416-585-7284
HOURS: 8:30-5:30

Regional Operations Branch, through its regional offices, supports local government by providing municipalities with services, programs and advice on municipal finance and administration, educational programs, land use planning, community improvement and boundary negotiation. This branch is also administering the Canada-Ontario Infrastructure Works Program in municipalities in southern Ontario.

Eastern
Rockwood House
752 King St. W.
Postal Bag 2500
Kingston K7L 5S3
613-548-4304
1-800-267-9438 (Toll-free)
(Frontenac, Lennox & Addington, Hastings, Prince Edward, Peterborough, Haliburton, Lanark, Leeds and Grenville, Northumberland, Ottawa-Carleton, Prescott-Russell, Renfrew, Stormont, Dundas and Glengarry, Victoria)
OTHER LANGUAGES: French
HOURS: 8:30-4:45

Southwestern
495 Richmond St., 7th Flr.
London N6A 5A9
519-673-1611
1-800-265-4736 (Toll-free)
(Essex, Grey, Haldimand-Norfolk, Huron, Kent, Lambton, Elgin, Middlesex, Oxford, Perth, Waterloo, Wellington, Brant, Bruce).
HOURS: 8:30-4:45

Central
700 Lawrence Ave. W., Ste. 362
North York M5A 3A5
416-327-0017
1-800-668-0230 (Toll-free)
(Metropolitan Toronto, Durham, York, Peel, Halton, Simcoe, Muskoka, Dufferin, Niagara, Hamilton-Wentworth)
HOURS: 8:30-4:45

Northeastern
850 Barrydowne Rd., 3rd Flr.
Sudbury P3A 3T7
705-560-0120
1-800-461-1193 (Toll-free)
(Cochrane, Algoma, Manitoulin, Regional Municipality of Sudbury, District of Sudbury, Parry Sound, Nipissing, Timiskaming)
OTHER LANGUAGES: French
HOURS: 8:30-4:45

Northwestern
435 James St. S., 1st Flr., Ste. 116
P. O. Box 5000
Thunder Bay P7E 6S7
807-475-1651
1-800-465-5027 (Toll-free)
(Thunder Bay, Kenora, Rainy River)
HOURS: 8:30-4:45

REGIONAL OPERATIONS BRANCH
MUNICIPAL BOUNDARIES UNIT
777 Bay St., 11th Flr.
Toronto M5G 2E5
416-585-7276
Fax 416-585-7284
HOURS: 8:00-4:30

The **Municipal** Boundaries Unit supports provincial and local government interests in reducing the size and cost of municipal government and improving the efficiency, accountability and effectiveness of local government. This is accomplished by working with municipalities to implement annexations, amalgamations and restructuring of groupings of municipalities.

MUNICIPAL POLICY DEVELOPMENT DIVISION

777 Bay St., 13th Flr.
Toronto M5G 2E5
416-585-6320
Fax 416-585-6463
HOURS: 8:30-4:45

Municipal Policy Development Division is responsible for the development of policies, legislation and regulations related to municipal government structure, finance and land use planning.

LOCAL GOVERNMENT POLICY BRANCH
777 Bay St., 11th Flr.
Toronto M5G 2E5
416-585-7260
Fax 416-585-7638
HOURS: 8:30-4:45

The Local Government Policy Branch is responsible for the development and legislation with respect to **municipalities** as it relates to their creation, organization, responsibilities and powers. A key object of the branch is to clarify roles and responsibilities of the province and municipalities as well as the upper and lower tier levels of local government

thereby reducing duplication and overlap. The intention is smaller, better government both municipally and provincially. The branch also offers teleconferencing facilities for use of ministry branches and clients.

MUNICIPAL FINANCE BRANCH
777 Bay St., 13th Flr.
Toronto M5G 2E5
416-585-6311
Fax 416-585-6315
HOURS: 8:30-4:45

The **Municipal** Finance Branch is responsible for the development of policy and legislation with respect to municipalities as it related to their financial framework. It forecasts municipal financial indicators which facilitates development of policy and programs which support increased efficiency and accountability and less government both provincially and locally. The branch develops options and proposals to rationalize the provincial-municipal financial relationship. Municipal support grants, municipal borrowing and investment, alternative financing methods and revenue sources, and Ontario Municipal Employees Retirement System (OMERS) pension governance and policy are among the issues being examined.

PLANNING POLICY BRANCH
777 Bay St., 11th Flr.
Toronto M5G 2E5
416-585-7201
Fax 416-585-6870
HOURS: 8:30-4:45

The Planning Policy Branch is responsible for the development of policy and legislation for the improvement of the land use planning system in Ontario. The branch coordinates multi-ministry land use policy, by developing protocols with other ministries involved in land use planning policy development and represents the Provincial Committee on Land Use. It develops and coordinates access to accurate and affordable land-related information, through Ontario Land Information Services to facilitate the implementation of the planning system.

OFFICE FOR THE GREATER TORONTO AREA

10 Bay St., Ste. 300
Toronto M5J 2R8
416-314-6400
Fax 416-314-6440
OTHER LANGUAGES: French
HOURS: 9:00-5:00

The Office for the Greater Toronto Area serves the Government of Ontario, its agencies and the regional and local municipalities of Metropolitan Toronto, Durham, Halton, Peel and York as they manage the significant growth occurring in the area. Regional and local administrators participate in the process through the Greater Toronto Coordinating Committee (GTCC).

The office has a proactive and strategic role in assisting with the management of growth and development of the area. A key goal is to promote and develop the Greater Toronto Area as an affordable international centre that is liveable and sustainable both environmentally and economically. **Publications** which explore these topics in greater detail are available to the public directly from the Office.

OFFICE OF THE PROVINCIAL FACILITATOR

777 Bay St., 12th Flr.
Toronto M5G 2E5
416-585-7474
Fax 416-585-7411
HOURS: 9:00-4:30

The Office of the Provincial Facilitator provides a dispute-resolution service to the public and private sectors to assist in the approvals process for economically significant development projects. It sponsors and contributes to the improvement in the overall performance of the land use plan review and approvals system. It promotes the use of alternative dispute resolution in all government businesses, especially **land use planning**.

OFFICE OF THE SPECIAL ADVISER

777 Bay St., 10th Flr.
Toronto M5G 2E5
416-585-6842
Fax 416-585-7617
HOURS: 8:30-5:00

The Special Adviser is the Chief Executive Officer of the Ontario Mortgage Corporation. (see separate entry).

ONTARIO MORTGAGE CORPORATION
77 Grenville St., 9th Flr.
Toronto M5S 1B3
416-314-3650
Fax 416-314-3677
HOURS: 8:30-5:00

The Ontario Mortgage Corporation provides mortgage administration and financing under government initiatives such as Low-Rise Rehabilitation, Convert-to-Rent, Ontario Renter-Buy and Ontario Rental Construction Loan.

There are two sections within the branch: Realty Finance and Planning, which includes Operational Accounting, and Mortgage Programs (77 Grenville St., 9th Floor, Toronto M5S 1B3, Tel: 416-314-3650, Fax: 416-314-3677).

AGENCIES

ONTARIO MUNICIPAL EMPLOYEES RETIREMENT SYSTEM
1 University Ave., Ste. 900
Toronto M5J 2P1
416-369-2400
1-800-387-0183 (Toll-free)

The ministry is responsible for legislation governing the Ontario Municipal Employees Retirement System (OMERS), a pension plan for municipal employees and employers that provides standardized pension benefits to members. Both the administration of the pension plan and the investment of the pension assets are carried out under the direction of the OMERS Board of Directors. The board also manages investments of the Ryerson Polytechnic University Pension fund.

The business and affairs of OMERS are directed and controlled by a board appointed by the Lieutenant Governor in Council. The OMERS board is made up of six municipal employee members, three municipal management employee members, one retired plan member, two elected or appointed municipal officials and one official of the Province of Ontario. The staff of OMERS is organized into four divisions: finance and administration division, investment division, pension division and human resources, and is headed by a Chief Executive Officer.

BUILDING CODE COMMISSION
777 Bay St., 2nd Flr.
Toronto M5G 2E5
416-585-6902
Fax 416-585-7455
HOURS: 9:00-5:00

The Building Code Commission resolves disputes regarding the interpretation of the technical requirements of the Building Code.

BUILDING MATERIALS EVALUATION COMMISSION
777 Bay St., 2nd Flr.
Toronto M5G 2E5
613-239-1417
Fax 613-787-4024
HOURS: 8:30-5:00

The Building Materials Evaluation Commission examines, researches and authorizes materials, techniques and building design, where no criteria are set out in the Building Code. Typically, this involves the consideration of applications requesting authorization of any innovative material, system or building design in respect of any building or part thereof.

NORTH PICKERING DEVELOPMENT CORPORATION
25 Grosvenor St., 13th Flr.
Toronto M7A 1R1
416-314-0770
Fax 416-314-0775
HOURS: 9:00-5:00

The Seaton Interim Planning Team was formed in early 1990 to lay the groundwork for the North Pickering Development Corporation. In carrying out its mandate, the team has undertaken planning studies and consulted the public on alternative strategies for these provincial land holdings northeast of Metropolitan Toronto, in the Regional Municipality of Durham.

ONTARIO HOUSING CORPORATION AND LOCAL HOUSING AUTHORITIES
777 Bay St., 2nd Flr.
Toronto M5G 2E5
416-585-7041
416-585-7307
Fax 416-585-7085
OTHER LANGUAGES: French
HOURS: 8:30-4:45

Ontario Housing Corporation (OHC) provides and manages public-assisted rental housing units.

OHC's local **housing authorities**, located throughout the province, administer rent-geared-to-income units in various municipalities. OHC units accommodate families, senior citizens, disabled people, single persons and childless couples.

All Local Housing Authorities use a priority system to rank applications according to the degree of need. The rent is calculated on a scale that is geared to gross household income. Victims of abuse are eligible for special priority.

Contact the Local Housing Authority in your area of the province to apply for accommodation.

LOCAL HOUSING AUTHORITIES

Arnprior
8 McGonigal St.
Arnprior K7S 1L8
613-623-7951
Fax 613-623-8403
HOURS: 8:30-4:45

York Regional
15150 Yonge St., Ste. B-3
Aurora L4G 1M2
905-727-1354
Fax 905-727-6516
HOURS: 8:30-4:45

South Simcoe & Barrie
15 Cedar Pointe Dr., Unit 18
Barrie L4N 5R7
705-725-7215
Fax 705-725-7220
HOURS: 8:30-4:45

Hastings & Prince Edward
139 Front St., Ste. 200
P. O. Box 682
Belleville K8N 2Y6
613-968-3465
Fax 613-968-3197
HOURS: 8:30-4:45

Muskoka District
175 Manitoba St., Ste. 203
Bracebridge P1L 1S3
705-645-9261
Fax 705-645-7782
HOURS: 8:30-4:45

Brant & Brantford
Colborne Court
233 Colborne St., Ste. 201
Brantford N3T 2H4
519-759-6100
Fax 519-759-1932
HOURS: 8:30-4:45

Leeds & Brockville
51 King St. E.
Brockville K6V 1A8
613-342-2341
Fax 613-342-2249
HOURS: 8:30-4:45

South Waterloo
152 Main St.
Cambridge N1R 6R1
519-623-2686
Fax 519-740-5957
HOURS: 8:30-4:45

Kent & Chatham
30 Raleigh St.
P. O. Box 1296
Chatham N7M 5R9
519-354-9592
Fax 519-354-2974
HOURS: 8:30-4:45

Northumberland County
200 Division St.
P. O. Box 969
Cobourg K9A 4W4
905-372-0151
Fax 905-372-5988
HOURS: 8:30-4:45

Cornwall And Area
1916 Pitt St., Unit 11
Cornwall K6H 5V2
613-938-7717
Fax 613-938-6280
HOURS: 8:30-4:45

East Kenora District
61 King St.
Dryden P8N 1B7
807-223-3087
Fax 807-223-3397
HOURS: 8:30-4:45

Timiskaming District
Sixth Ave.
P. O. Box 907
Englehart P0J 1H0
705-544-2334
HOURS: 8:30-4:45

Essex County
15C Talbot St. N.
Essex N8M 1A5
519-776-4631
1-800-265-6947 (Toll-free)
Fax 519-776-5510
HOURS: 8:30-4:45

Rainy River District
414 Scott St.
Fort Frances P9A 1H2
807-274-7704
Fax 519-524-6282
HOURS: 8:30-4:45

Huron County
44 East St.
Goderich N7A 1N3
519-524-2637
Fax 519-524-6282
HOURS: 8:30-4:45

Wellington and Guelph
292 Speedvale Ave. W., Unit 7
Guelph N1H 1C4
519-824-7822
Fax 519-837-6349
HOURS: 8:30-4:45

Hamilton-Wentworth
55 Hess St. S.
P.O. Box 2500
Hamilton L8N 4E5
905-521-7399
Fax 905-521-7713
HOURS: 8:30-4:45

Prescott & Russell
880 James St.
Hawkesbury K6A 2W8
613-632-8501
Fax 613-632-8079
HOURS: 8:30-4:45

South Cochrane District
69 Main St.
P.O. Box 1028
Iroquois Falls P0K 1G0
705-232-4095
Fax 705-232-5471
HOURS: 8:30-4:45

North Cochrane District
Model City Mall
Kapuskasing P5N 2E9
705-335-6179
Fax 705-335-8673
OTHER LANGUAGES: French
HOURS: 8:30-4:45

West Kenora District
Bannister Centre
301 First Ave. S., 2nd Flr.
Kenora P9N 1W2
807-468-2825
Fax 807-468-2828
HOURS: 8:30-4:45

Bruce County
Forbes Lambton Court
325 Lambton St.
P.O. Box 1450
Kincardine N2Z 2Z4
519-396-3439
Fax 519-396-3439
HOURS: 8:30-4:45

Kingston & Frontenac
471 Counter St., Ste. 100
Kingston K7M 3L5
613-546-5591
Fax 613-546-9375
HOURS: 8:30-4:45

North Waterloo
385 Fairway Rd. S., Ste. 202
Kitchener N2C 2N9
519-893-6080
Fax 519-893-8447
HOURS: 8:30-4:45

Victoria-Haliburton
Gateway Plaza
51-55 Mary St. W., Ste. 203
Lindsay K9V 5Z6
705-324-6401
Fax 705-324-5780
HOURS: 8:30-4:45

Manitoulin & Espanola Area
13 Worthington St.
P.O. Box 638
Little Current P0P 1K0
705-368-3400
Fax 705-368-2436
HOURS: 8:30-4:45

London & Middlesex
171 Queens Ave., 2nd Flr.
London N6A 5J7
519-434-2765
Fax 519-679-7000
HOURS: 8:30-4:45

North Simcoe & Orillia
478 Bay St.
P.O. Box 608
Midland L4R 4L3
705-526-4225
Fax 705-526-5617
HOURS: 8:30-4:45

Peel Regional
755 Queensway E., Ste. 114
Mississauga L4Y 4C5
905-279-7792
Fax 905-279-7863
HOURS: 8:30-4:45

Lennox & Addington County
13 Market Square
P.O. Box 43
Napanee K7R 1J4
613-354-5695
Fax 613-354-5981
HOURS: 8:30-4:45

Nipissing & Parry Sound Districts
222 McIntyre St.W., Ste. 500
P.O. Box 480
North Bay P1B 8J1
705-472-2441
Fax 705-472-4171
HOURS: 8:30-4:45

Halton
700 Dorval Dr., Ste. 405
Oakville L6K 3V3
905-849-8383
Fax 905-849-3568
HOURS: 8:30-4:45

Dufferin County
15 Brenda Blvd., Ste. 9
Orangeville L9W 3L3
519-941-8221
Fax 519-941-9444
HOURS: 8:30-4:45

Durham Regional
Rundle Tower
50 Centre St. S., 4th Flr.
Oshawa L1H 3Z7
905-434-5011
Fax 905-433-5672
HOURS: 8:30-4:45

Ottawa-Carleton Housing
2197 Riverside Dr.
Ottawa K1H 1A9
613-731-7223
Fax 613-731-4463
OTHER LANGUAGES: French
HOURS: 8:30-4:45

Grey County & Owen Sound
1131 Second Ave. E., Ste. 101
Owen Sound N4K 2J1
519-376-5744
Fax 519-376-0445
HOURS: 8:30-4:45

Renfrew County & Pembroke
169 Lake St.
P. O. Box 636
Pembroke K8A 5L8
613-735-0782
Fax 613-735-0308
HOURS: 8:30-4:45

Peterborough
Time Square
380 Armour Rd., Ste. 100
Peterborough K9H 7L7
705-742-0439
Fax 705-742-1404
HOURS: 8:30-4:45

Grenville & Prescott
Federal Bldg.
292 Centre St.
P. O. Box 1299
Prescott K0E 1T0
613-925-5906
Fax 613-925-5646
HOURS: 8:30-4:45

Renfrew
39 Renfrew Ave. W., Ste 5
Renfrew K7V 2Y2
613-432-3679
Fax 613-432-9402
HOURS: 8:30-4:45

Algoma District
464 Albert St. E.
P. O. Box 445
Sault Ste. Marie P6A 5M1
705-946-2077
Fax 705-946-2077
HOURS: 8:30-4:45

Haldimand-Norfolk Regional
100 Colborne St. N.
Simcoe N3Y 3V1
519-426-7792
Fax 519-426-7630
HOURS: 8:30-4:45

Lanark County & Smiths Falls
218 Percy St.
P.O. Box 848
Smiths Falls K7A 4W7
613-283-2555
Fax 613-283-5420
HOURS: 8:30-4:45

Niagara
55 King St., Ste. 501
St. Catharines L2R 7A7
905-682-9201
Fax 905-687-4844
HOURS: 8:30-4:45

Elgin & St. Thomas
34 Churchill Cres.
St. Thomas N5R 1N9
519-631-4580
Fax 519-633-8035
HOURS: 8:30-4:45

Perth & Stratford
Queensland Centre
30 Queensland Rd.
Stratford N4Z 1L8
519-271-5393
Fax 519-273-7191
HOURS: 8:30-4:45

Sudbury District
10 Elm St., 4th Flr.
Sudbury P3C 5N3
705-674-8323
Fax 705-675-4453
HOURS: 8:30-4:45

Thunder Bay District
1201 Amber Dr.
Thunder Bay P7B 6M4
807-344-8485
Fax 807-344-3130
HOURS: 8:30-4:45

Timmins
124 Third Ave.
Timmins P4N 1C5
705-264-5274
Fax 705-360-2011
HOURS: 8:30-4:45

Metropolitan Toronto
365 Bloor St. E., Ste. 8000
Toronto M4W 3L4
416-969-6000
Fax 416-969-6324
HOURS: 8:30-5:00

Windsor
945 McDougall St.
P.O. Box 1330
Windsor N9A 1L9
519-254-1681
Fax 519-254-3130
HOURS: 8:30-4:45

Oxford County
65 Springbank Ave. N., Unit 2
P. O. Box 820
Woodstock N4S 8V8
519-539-4829
Fax 519-539-0037
HOURS: 8:30-4:45

ONTARIO HOUSING CORPORATION AND LOCAL HOUSING AUTHORITIES
METRO TORONTO HOUSING AUTHORITY
365 Bloor St. E., Ste. 8000
Toronto M4W 3L4
416-969-6000
416-789-7901 Maintenance Inquiry Board
416-921-2323 Security Dispatch (24 hrs)
OTHER LANGUAGES: French
HOURS: 8:30-4:30

As one of 54 **housing authorities** operates under the guidelines of the Ontario Housing Corporation, the Metropolitan Toronto Housing Authority administers approximately 29,000 rent-geared-to-income housing units through 40 Community Offices. Staff work with residents, service providers, and the broader community to provide safe, decent housing.

Application for housing are received by the Tenant Placement Section, Community and Tenant Services Branch. (Effective January, 1997, applications will be received through the Housing Registry, an amalgamated registry for family, singles, and seniors housing).

MTHA OFFICES

District 5 Office
1280 Finch Ave. W.
Downsview M3J 3J6
416-739-0990
(West North York and North Etobicoke)
HOURS: 8:30-4:45

District 1 Office
2 Berkeley St., Unit 310
Toronto M5A 2W3
416-366-7851
(Central Toronto)
HOURS: 8:30-4:45

District 2 Office
3227 Eglinton Ave. E., Ste. 135
Scarborough M1J 3M5
416-261-6176
(East Toronto, East York and Scarborough South)
HOURS: 8:30-4:45

District 6 Office
56 Aberfoyle Cres., 3rd Flr.
Toronto M8X 2W4
416-239-1155
(York, South Etobicoke and West Toronto)
HOURS: 8:30-4:45

District 3 Office
2131 Lawrence Ave. E.
Scarborough M1R 5G4
416-285-5105
(North and East Scarborough)
HOURS: 8:30-5:00

Property Management Branch
365 Bloor St. E., Ste. 8000
Toronto M4W 3L4
416-969-6376
HOURS: 8:30 - 4:45

Tenant Placement
365 Bloor St. E., 7000
Toronto M4W 3L4
416-969-6010 Applications (until January 97)
HOURS: 8:30am - 4:45pm

District 4 Office
2 Sheppard Ave. E., Ste. 1101
Willowdale M2N 5Y7
416-226-2002
(East and Central North York)
HOURS: 8:30-4:45

ONTARIO MUNICIPAL BOARD
Minto Plaza
655 Bay St., 15th Flr.
Toronto M5G 1E5
416-326-6800
Fax 416-326-5370
OTHER LANGUAGES: French
HOURS: 8:30-4:30

The Ontario **Municipal** Board (OMB) is an independent, quasi-judicial administrative tribunal. Its principal responsibility is to hold public hearings from decisions made by Ontario municipalities and, once a hearing is concluded, to provide a decision. Most applications, **appeals** and referrals to the board involve disputes over **land use planning**, but a significant number also deal with **assessment** matters, annexations, land **compensation**, ward boundaries and objections to municipal proposals for financing capital works. The board is affected by approximately 100 public statutes and more than 80 private statutes, including the Planning Act, the Assessment Act, the Expropriations Act and the Local Improvements Act.

WATERFRONT REGENERATION TRUST
Queen's Quay Terminal Bldg.
207 Queen's Quay W., Ste. 580
Toronto M5J 1A7
416-314-9490
Fax 416-314-9497
HOURS: 8:30-5:00

The Waterfront Regeneration Trust is a provincial crown corporation established in June 1992, with a mandate to regenerate the north shore of the Lake Ontario waterfront. This mandate reflects the strong public interest in waterfront access combined with concern for environmental quality and a determination to accomplish restoration of Lake Ontario and its shoreline.

Working with waterfront partners from all levels of government, the private sector and the community, the trust developed the Lake Ontario Greenway Strategy which is intended to foster commitment to actions that will regenerate a healthy and sustainable waterfront that is clean, green, accessible, diverse, attractive, affordable, open, usable and connected.

The backbone of the Lake Ontario Greenway is the Waterfront Trail. Over 300 kilometres, it stretches along the Lake Ontario waterfront representing an investment by hundreds of partners from all walks of life.

ACTS

The Ministry of Municipal Affairs and Housing is responsible for the Acts listed below.

Barrie-Innisfil Annexation Act, 1981
Barrie-Vespra Annexation Act, 1984
Brantford-Brant Annexation Act, 1980
Building Code Act
City of Cornwall Annexation Act, 1974
City of Gloucester Act, 1980
City of Hamilton Act, 1975
City of Hazeldean-March Act, 1978
City of London Act, 1990
City of Nepean Act, 1978
City of Ottawa Road Closing & Conveyance Validation Act, 1981
City of Port Colborne Act, 1974
City of Simcoe Act, 1993
City of Sudbury Hydro-Electric Service Act, 1980
City of Thorold Act, 1975
City of Thunder Bay Act, 1968-69 (formerly City of Lakehead Act, 1968-69, c.45)
City of Timmins-Porcupine Act, 1972
County of Haliburton Act, 1982
County of Oxford Act
County of Simcoe Act, 1993
Development Charges Act
District Municipality of Muskoka Act
District of Parry Sound Local Government Act, 1979
Elderly Persons' Housing Aid Act
Geographic Township of Hansen Act, 1986
Housing Development Act
International Bridges Municipal Payments Act, 1981
Line Fences Act
Local Improvement Act
London Middlesex Act, 1992
Ministry of Municipal Affairs and Housing Act
Moosonee Development Area Board Act, 1980
Municipal Act
Municipal Affairs Act
Municipal Arbitrations Act
Municipal Boundary Negotiations Act
Municipal Conflict of Interest Act
Municipal Corporations Quieting Orders Act
Municipal Elderly Residents' Assistance Act
Municipal Elections Act
Municipal Extra-Territorial Tax Act
Municipal Franchises Act
Municipal Interest and Discount Rates Act
Municipal Tax Assistance Act
Municipal Tax Sales Act

Municipal Unemployment Relief Act
Municipal Works Assistance Act, 1980
Municipality of Metropolitan Toronto Act
Municipality of Shuniah Act, 1936
North Pickering Development Corporation Act, 1974
Ontario Housing Corporation Act
Ontario Municipal Board Act
Ontario Municipal Employees Retirement System Act
Ontario Planning and Development Act
Ontario Unconditional Grants Act
Ottawa-Carleton Amalgamations and Elections Act, 1973
Parkway Belt Planning and Development Act
Planning Act
Police Village of St. George Act, 1980
Public Parks Act
Public Utilities Act
Public Utilities Corporations Act
Regional Municipalities Act
Regional Municipality of Durham Act
Regional Municipality of Haldimand-Norfolk Act
Regional Municipality of Halton Act
Regional Municipality of Hamilton-Wentworth Act
Regional Municipality of Niagara Act
Regional Municipality of Ottawa-Carleton Land Acquisition Act, 1980
Regional Municipality of Ottawa-Carleton Act
Regional Municipality of Peel Act
Regional Municipality of Sudbury Act
Regional Municipality of Waterloo Act
Regional Municipality of York Act
Rent Control Act, 1992
Rental Housing Protection Act
Residents' Rights Act, 1994
Road Access Act
Rural Housing Assistance Act, 1980
Sarnia-Lambton Act, 1989
Shoreline Property Assistance Act
Snow Roads and Fences Act
Statute Labour Act
Tax Sales Confirmation Act, 1974
Territorial Division Act
Tom Longboat Act, 1980
Toronto District Heating Corporation Act, 1980
Toronto Islands Residential Community Stewardship Act, 1993
Town of Wasaga Beach Act, 1973
Township of North Plantagenet Act, 1976
Township of South Dumfries Act, 1989
Waterfront Regeneration Trust Agency Act, 1992
Wharfs and Harbours Act

MINISTER RESPONSIBLE FOR NATIVE AFFAIRS

ONTARIO NATIVE AFFAIRS SECRETARIAT

595 Bay St., 10th Flr., Ste. 1009
Toronto M5G 2C2
416-326-4740
Fax 416-326-4017
HOURS: 8:30-5:00

The Ontario Native Affairs Secretariat (ONAS) supports the Minister Responsible for Native Affairs. The secretariat provides corporate **aboriginal** policy development and management support, negotiates and settles **land** claims. It manages the province's relationship with: First Nation governments, aboriginal organizations and the federal government. The Secretariat also manages Ontario's involvement in aboriginal self-government negotiations.

The Secretariat is led by the Assistant Deputy Attorney General and Secretary for Native Affairs, and it has five branches:

Aboriginal/Federal Relations, Corporate Aboriginal Policy and Management, Negotiations, Legal Services and Communications.

Aboriginal/Federal Relations Branch is responsible for developing, coordinating and managing constructive relationships with aboriginal organizations and people, both on-and off-reserve. It also guides Ontario's relationship with the federal government and other provincial governments in regard to aboriginal matters.

Corporate Aboriginal Policy and Management Branch provides corporate management, policy development and coordination, and policy advice on aboriginal matters. The branch also administers transfer payments and provides ONAS with financial and administrative planning and telecommunications, operations and human resources support.

Negotiations Branch researches and conducts land claim negotiations, implements negotiated settlements, represents Ontario in self-government negotiations, manages and coordinates other negotiations as required.

Legal Services Branch provides expertise in aboriginal law matters. It supports ONAS' core businesses and goals by providing effective legal services and advice to the Minister, Deputy Minister, Secretary and other ONAS staff. Communications Branch provides communications expertise, services and advice in support of ONAS'core businesses and goals. It also coordinates all government communications related to aboriginal matters.

ONAS maintains a negotiations office in Thunder Bay and an information centre in the Golden Lake land claim area.

Ontario Native Affairs Secretariat,
Negotiations (Thunder Bay)
Marina Park Towers
180 Park Ave., Ste. 120
Thunder Bay P7B 5G5
807-343-7545
Fax 807-343-7549
HOURS: 8:30-4:45

ACTS

The Minister Responsible for Native Affairs is responsible for the Acts listed below.

Indian Lands Act, 1924
Indian Lands Agreement Confirmation Act, 1989
Manitoulin, Barrie and Cockburn Islands Land Act, 1990

MINISTRY OF NATURAL RESOURCES

Whitney Block
99 Wellesley St. W.
Toronto M7A 1W3
HOURS: **8:30-5:00**

The ministry is responsible for managing Ontario's natural resources, including Crown lands and waters, forests, wildlife, fisheries, fossil fuels and aggregates. As the steward of the province's natural resources, the ministry has a mission to ensure ecological sustainability. The ministry's Business Plan establishes the following as MNR's core businesses: natural resource management; Crown land management; public safety/enforcement; parks and protected areas; and geographic information. In pursuing these core businesses, the ministry contributes to the environmental, social and economic well-being of Ontario through the sustainable development of natural resources. It also protects natural heritage and biological features of provincial significance, and protects human life, the resource base and physical property from the threats of forest fires, floods and erosion.

The ministry has a main office and a field organization. The main office comprises the Office of the Deputy Minister, Natural Resources Management Division, Corporate Services Division, and Science and Information Resources Division.

The Field Services Division includes Aviation, Flood and Fire Management, and three regional offices - Northwest, Northeast, Southcentral. Each regional office maintains between seven and nine district offices and several area offices. The ministry also has a number of work and research stations and affiliated agencies.

The Mineral Resources Group, consisting of the Ontario Geological Survey Branch, Mineral Resources Branch and Office of the Mines Assessor, was transferred from the Ministry of Natural Resources to the Ministry of Northern Development and Mines in 1985. All enquiries concerning the records of this group should be addressed to the Ministry of Northern Development and Mines at (416) 314-3800.

DEPUTY MINISTER'S OFFICE

COMMUNICATIONS SERVICES BRANCH
300 Water St.
P.O. Box 7000
Peterborough K9J 8M5
HOURS: 8:30-4:30

Communications Services Branch maintains records of the Ministry of Natural Resources news releases, speeches, factsheets and other publications, displays and audio-visual products produced by the branch. Mailing lists and fax numbers are also maintained to facilitate distribution.

Films, video tapes, still photos and portable displays are maintained primarily for Ministry of Natural Resources use. Publications and video-cassettes are available to the public through the Natural Resource Information Centres in Toronto, Peterborough and through some local ministry offices.

ZIMBABWE NATURAL RESOURCE MANAGEMENT PROGRAM
90 Sheppard Ave. E., 1st Flr.
North York M2N 3A1
416-314-2598
Fax 416-314-0476
HOURS: 8:30-5:00

The goal of the Zimbabwe Natural Resource Management program is to assist the Zimbabwe Ministry of Environment and Tourism to achieve the sustainable development of Zimbabwe's natural resources and environment by providing technical advice and assistance, particularly in the areas of policy development and coordination, data collection and analysis. The Director's office is located in Harare and is responsible for overseeing the management and coordination of two projects: an Environmental Planning and Coordination Unit, and a Research and Technical Branch.

A support office is located in Peterborough and is responsible for day-to-day operations management, training coordination and the procurement of Canadian goods and services.

CORPORATE SERVICES DIVISION

300 Water St.
P. O. Box 7000
Peterborough K9J 8M5
OTHER LANGUAGES: French
HOURS: 8:30-4:30

The Corporate Services Division is responsible for providing corporate administrative support and services to enhance the delivery of ministry programs. It includes the following branches: Legal Services, Human Resources, Finance and Administration, and Corporate Affairs.

CORPORATE AFFAIRS BRANCH
Whitney Block
99 Wellesley St. W., Rm. 6440
Toronto M7A 1W3

Corporate Affairs Branch provides the ministry with strategic advice and services in the area of business planning, central agency liaison, fiscal strategy and control, budget management, corporate priority agenda coordination, evaluation and audit. It also leads the review and implementation of the ministry's management and performance measure systems. Corporate Affairs Branch is a service oriented branch which relies on strong working relationships with the rest of the ministry to fulfill its mandate.

FINANCE AND ADMINISTRATION BRANCH
North Tower
300 Water St., 3rd Flr
P.O. Box 7000
Peterborough K9J 8M5
HOURS: 8:30-4:30

The Finance and Administration Branch is responsible for corporate financial administration and management support services, including accountable advance services, accounts payable, receivable (revenue), and divisional financial and program advice and analysis. The revenue function includes the control of collateral securities, and records and reports on revenue from **timber** operations, sales and leases of Crown land, mining, **aggregate, pits and quarries**, and provincial **parks** operations, fish and **wildlife licences** and sundry other cash receipts.

The branch also provides corporate purchasing services, corporate capital asset and facilities management, and central supply and distribution.

HUMAN RESOURCES BRANCH
South Tower
300 Water St., 3rd Flr
P.O. Box 7000
Peterborough K9J 8M5
HOURS: 8:30-4:30

The Human Resources Branch works in an advisory capacity with line managers who have primary responsibility for personnel matters within their units. It establishes ministry personnel policies, procedures and appropriate classification and compensation levels for employees. The branch is also responsible for managing the redeployment of surplus employees, staffing, benefit policies, safety programs, Workers' Compensation, human resource planning, employee counselling, investigation of employee grievances and conflict of interest cases, French language services, continuous learning and all matters affecting working conditions and performance. The branch also serves as a liaison between the ministry and the Human Resources Secretariat, Management Board of Cabinet and the Ontario Public Service Employees Union (OPSEU).

The ministry's personnel and employee benefit records are maintained by the branch. For seasonal and contract **employment**, call the ministry's district offices, listed under the Field Organizations entries. For information regarding **youth** programs, such as Ontario **Rangers** and Ontario/Quebec exchange, call 705-755-2501. For information about Summer Experience and Environmental Youth Corps programs, call 416-314-1875. For summer employment in the Metro Toronto area, call 416-314-1770. For summer employment throughout Ontario, call 705-755-1309 or 416-314-1785 or 416-314-1873. For general employment inquiries call 416-314-1750.

HUMAN RESOURCES BRANCH
YOUTH PROGRAMS OFFICE
South Tower
300 Water St., 3rd Flr
P. O. Box 7000
Peterborough K9J 8M5
OTHER LANGUAGES: French
HOURS: 8:30-4:30

The responsibility of the Youth Programs Office is to provide students with work experience and education to improve their understanding and appreciation of integrated resource management. This can lead to opportunities for career progression within the Ministry of Natural Resources and resource-based industry.

Youth employment opportunities are administered by the Human Resources Branch. The major youth initiatives are the Ranger Program, Summer Experience Program and Environmental Youth Corps. The Ontario Ranger Program is an outdoor summer work/educational experience in a camp environment geared to 17-year-old students who are interested in resource management. The Summer Experience Program is a skills-oriented training program for youth between the ages of 15 and 24 (29 if disabled), designed to develop transferable skills. The Environmental Youth Corps is an environmentally focused program exposing youth between the ages of 15 and 24 (29 if disabled) to environmental issues while at the same time offering job experience.

LEGAL SERVICES BRANCH
Whitney Block
99 Wellesley St. W., Rm. 6420
Toronto M7A 1W3
416-314-2002
Fax 416-314-2030
HOURS: 8:30-5:00

The Legal Services Branch counsels the ministry on legal matters, including the interpretation of statutes and regulations, and the preparation and review of proposed legislation, regulations and other legal documents. The branch also supplies general legal services, such as preparing litigation, settling claims and acting at court hearings. The Legal Services Branch is responsible to the Attorney General's Office.

FIELD SERVICES DIVISION

435 James St. S., Ste. 224
Thunder Bay P7E 6E3
807-475-1271
Fax 807-475-1503
HOURS: 8:30-5:00

Field Services Division is the ministry's front-line organization, responsible for implementing program delivery through its three regions and 25 districts. Area Teams, located in district offices and 17 area offices, includes staff from a range of resource management fields. In addition, the Division includes the Aviation, Flood and Fire Management Branch and the Provincial Enforcement Section.

The complex array of programs implemented by the Field Services Division range from managing natural resources (such as fisheries, forests and provincial lands) to managing the ministry's resources (including financial resources, the facilities and engineering infrastructure, equipment, vehicles and aircraft as well as the people that do the work).

The offices and staff in Field Services Division provide the principle window into MNR for the public, clients and stakeholders.

AVIATION, FLOOD AND FIRE MANAGEMENT BRANCH
70 Foster Dr., Ste. 400
Sault Ste. Marie P6A 6V5
705-945-5949
Fax 705-945-5959
HOURS: 8:30-4:45

The Aviation, Flood and **Fire** Management Branch of the Ministry of Natural Resources provides: forest fire management services for the province including fire management policies and strategies, fire prevention and detection, and the basic resources for managing forest fires; aviation flight and maintenance crews and equipment in support of forest fire management, and other specialized aviation services, including non-scheduled air transport, to all government ministries and agencies; flood forecasting and warning and coordination of emergency planning for flood and fire.

The province has a West and East Fire Region. Regional fire staff report to the Regional director. Each fire region has a Regional Fire Management Centre, whose staff are responsible for the overall fire management organization, structure and activity within that fire region. Fire Operations Headquarters, which are often aligned with MNR district boundaries and located within these defined boundaries. Finally, there are Attack Bases, which are responsible for actual fire response dispatch as well as providing a staging area for equipment and fire crews.

PROVINCIAL ENFORCEMENT SECTION
South Tower
300 Water St., 6th Flr
P. O. Box 7000
Peterborough K9J 8M5
705-755-1751
Fax 705-755-1757
HOURS: 8:30-4:30

The Provincial Enforcement Section of Field Services Division provides assistance, advice and direction to ministry staff at all levels, on a variety of compliance and law enforcement matters.

The section is responsible for the development, coordination and delivery of an Integrated Provincial Compliance Program which focuses on the promotion, monitoring and enforcement aspects of compliance.

The section will liaise and network with other compliance and enforcement agencies, collect intelligence information on resource violators at a regional and provincial level, review and provide direction on the execution of search warrants and coordinate the planning and execution of special investigations.

The section will also coordinate and/or develop strategic compliance policies, operational enforcement policies, compliance and contingency planning guidelines, provincial compliance training programs, coordinate and deliver the provincial K-9 program, develop compliance science technology as well as the analysis and reporting of compliance data and program effectiveness.

Three regional units will provide enforcement expertise, advice and direction to all programs at a regional level, collect intelligence information; plan, coordinate and audit special investigations and provide regional enforcement training.

The Provincial Coordination Centre in Sault Ste. Marie provides MNR staff with 24-hour voice communication and tracking, and provides the field with direct access to the centre's vast electronic database and networking capabilities.

REGIONS (NORTHWEST, NORTHEAST, SOUTHCENTRAL)

The primary purpose of the ministry's regions is to ensure coordinated delivery of ministry programs on an ecologically sustainable basis.

The regional directors lead, and are accountable for successful program delivery at both the regional and district level.

Regional staff lead resource management, planning and development within the region. Their functions include: providing resource program coordination; providing specialized information and consultative advice regarding resource management issues, in support of district and area teams; developing strategic land-use and resource management plans for the region; approving resource management plans for each area; developing science and technology applications and transferring them to those who will use them; and providing engineering aviation, **fire** management and emergency response services.

A number of regional program staff report directly to other divisions within the ministry, but continue to be part of the regional team and are located within the region.

District and Areas

The districts, under the leadership of the district manager, deliver most ministry programs, manage local issues, and provide support and public services. In addition to providing general administration support, including human resources, purchasing and fleet management, the district provides central services for the program delivery and business system common to all levels in the division. These include communications, information technology, enforcement, native liaison and facilities management.

Program delivery may be undertaken directly by area teams, in partnership with other stakeholders, or may be facilitated through other delivery agents. Area teams, led by area supervisors, operate out of district offices, or from satellite offices, such as area offices and work centres.

The typical area team would collect and manage natural resource data, develop and implement resource management plans, work with local groups in making decisions about resource management, and provide public services such as responding to questions related to resource management, as well as issuing licences and permits.

Area and district staff deal directly with the public and therefore have an important role in developing and implementing resource management initiatives which jointly benefit both the resource and the public. Staff deliver expertise in forest, **fisheries**, wildlife, land, water, wetland and aggregate management.

Northwest Region

The northwest region covers all territory east of Manitoba, north of Lake Superior and west to Manitouwadge and the northeast region border. It includes the regional office in Thunder Bay, seven district offices (Dryden, Fort Frances, Kenora, Nipigon, Red Lake, Sioux Lookout and Thunder Bay), and four area offices (Ignace, Atikokan, Terrace Bay and Geraldton).

Northeast Region

The northeast region covers all territory east of Manitouwadge and the northwest region border, north to James and Hudson Bay and east to the Quebec border. The region also extends south past North Bay, Sudbury, Espanola, Blind River and Sault Ste. Marie up to the shores of Lake Huron, Georgian Bay and the northern border of the southcentral region.

Northeast region includes a regional office in Timmins and nine district offices (Hearst, Wawa, Chapleau, Timmins, Cochrane, Kirkland Lake, Sault Ste. Marie, Sudbury and North Bay). Area offices are located in Gogama, Manitouwadge, Kapuskaing, Moosonee, Espanola and Blind River.

Southcentral Region

The southcentral region extends south from the northeast region border to cover the remainder of Ontario -- east from the Detroit/Windsor border, inclusive of the Bruce Peninsula, north to French River, and across the northern border of Parry Sound district and Algonquin Park to the far east of the Quebec border, past Cornwall. The two main offices of the ministry are within this region: Toronto and Peterborough. The regional office is also located in Peterborough; there are nine districts (Aylmer, Bancroft, Cambridge, Greater Toronto Area, Kemptville, Midhurst, Parry Sound, Pembroke, and Peterborough) and seven area offices (Chatham, Minden, Wingham, Fonthill, Owen Sound, Bracebridge, and Kingston).

NORTHEAST REGION

Regional Sub-Office
Ontario Government Complex
Hwy 101
P.O. Bag 3020
South Porcupine P0N 1H0
HOURS: 8:00-4:30

Regional Office
Ontario Government Complex
Hwy 101
P.O. Bag 3020
South Porcupine P0N 1H0
Fax 705-235-1246
HOURS: 8:00-4:30

District Offices

Blind River Area Office
62 Queen St.
P. O. Box 190
Blind River P0R 1B0
705-356-2234
Fax 705-356-7441
(incl. North Channel Area Team and Peshu Area Team)
OTHER LANGUAGES: French
HOURS: 8:00-4:30

Chapleau District Office
190-192 Cherry St.
P. O. Box 450
Chapleau P0M 1K0
705-864-1710
Fax 705-864-0681
(incl. Chapleau West Area Team and Chapleau East Area Team)
OTHER LANGUAGES: French
HOURS: 8:30-5:00

Cochrane District Office
2 Third Ave.
P. O. Box 30
Cochrane P0L 1C0
705-272-7137
Fax 705-272-7183
(incl. Iroquois Falls Area Team and Cochrane Area Team)
HOURS: 8:00-4:30

Espanola Area Office
148 Fleming St.
P. O. Box 1340
Espanola P0P 1C0
705-869-1330
Fax 705-869-4620
(incl. Manitoulin/North Shore Area Team)
HOURS: 8:00-4:30

Forest Fire Management Centre
Sudbury Airport Complex
2621 Skead Road, Unit #14a
P.O. Box 3020
Garson P3L 1V4
705-693-6019
Fax 705-693-6033
OTHER LANGUAGES: French
HOURS: 8:00-4:30

Gogama Area Office
P. O. Box 129
Gogama P0M 1W0
705-894-2000
Fax 705-894-2040
HOURS: 8:00-4:30

Hearst District Office
613 Front St.
P. O. Box 670
Hearst P0L 1N0
705-362-4346
Fax 705-362-7515
(incl. Area West Area Team)
HOURS: 8:00-4:30

Kapuskasing Area Office
R. R. #2, West Rd.
P. O. Box 190
Kapuskasing P5N 2X8
705-335-6191
Fax 705-337-1371
(incl. Area East Area Team)
HOURS: 8:00-4:30

Manitouwadge Area Office
P. O. Box 309
Manitouwadge P0T 2C0
807-826-3225
Fax 705-826-4631
HOURS: 8:00-4:30

Moosonee Area Office
P. O. Box 190
Moosonee P0L 1Y0
705-336-2987
Fax 705-336-2983
HOURS: 8:00-4:30

North Bay District Office
3301 Trout Lake Rd.
North Bay P1A 4L7
705-474-5550
(North Bay District)

Fax 705-475-5500
(incl. Temagami Area Team, Wasi Area Team and Tomiko Area Team)
OTHER LANGUAGES: French
HOURS: 8:15-4:30

Sault Ste. Marie District Office
875 Queen St. E.
Sault Ste. Marie P6A 2B3
705-949-1231
Fax 705-949-6450
(incl. Algoma Area Team)
HOURS: 8:00-4:30

Laurentian University Co-op Unit
935 Ramsey Lake Rd.
Sudbury P3E 2C6
705-671-3839
OTHER LANGUAGES: French
HOURS: 8:15-4:30

Sudbury District Office
3767 Hwy. 69, S., Ste. 5
Sudbury P3G 1E7
705-522-7823
Fax 705-522-7602
(incl. Sudbury Area Team and Lower Spanish Area Team)
OTHER LANGUAGES: French
HOURS: 8:15-4:30

Kirkland Lake District Office
P. O. Box 129
Swastika P0K 1T0
705-642-3222
Fax 705-642-9714
(incl. Kirkland/Claybelt Area Team and Elk Lake/Matheson Area Team)
HOURS: 8:00-4:30

Timmins District Office
896 Riverside Dr.
Timmins P4N 3W2
705-267-7951
Fax 705-360-2022
(incl. Nighthawk Area Team and Mattagani Area Team)
HOURS: 8:00-4:30

Wawa District Office
Hwy. 101
P. O. Box 1160
Wawa P0S 1K0
705-826-2396
Fax 705-856-7511
(incl. White River Area Team and Nagagami Area Team)
HOURS: 8:00-4:30

NORTHWEST REGION

Northwest Regional Office
Ontario Government Bldg.
435 James St. S., Ste. 221
Thunder Bay P7E 6E3
807-475-1261
Fax 807-475-3023
OTHER LANGUAGES: French
HOURS: 8:00-4:30

District Offices

Atikokan Area Office
108 Saturn Ave.
Atikokan P0T 1C0
807-597-6971
Fax 807-597-6185
HOURS: 8:00-4:30

Dryden District Office
479 Government Rd.
P. O. Box 730
Dryden P8N 2Z4
807-223-3341
Fax 807-223-2824
(incl. Dryden Forest Area Team and Wabigoon Area Team)
HOURS: 8:00-4:30

Fort Frances District Office
922 Scott St.
Fort Frances P9A 1J4
807-274-5337
Fax 807-274-4438
(incl. Rainy Lake Area Team and Rainy River/Manitou Area Team)
HOURS: 8:00-4:30

Geraldton Area Office
208 Beamish Ave.
P.O. Box 640
Geraldton P0T 1M0
807-854-1030
Fax 807-854-0335

Ignace Area Office
Hwy. 599
P.O. Box 448
Ignace P0T 1T0
807-934-2233
Fax 807-934-2304
OTHER LANGUAGES: French
HOURS: 8:00-4:30

Kenora District Office
808 Robertson St.
P. O. Box 5080
Kenora P9N 3X9
807-468-2501
Fax 807-468-2736
(incl. Kenora West Area Team, Kenora East Area Team, and Lake of the Woods Area Team)
HOURS: 8:00-4:30

Nipigon District Office
5 Wadsworth St.
P. O. Box 970
Nipigon P0T 2J0
807-887-5000
Fax 807-887-2993
(incl. Nipigon Area Team and Part of the Nipigon East/Terrace Bay Area Team)
HOURS: 8:00-4:30

Red Lake District
P.O. Box 5003
227 Howey St.
Red Lake P0V 2M0
807-727-2253
Fax 807-727-2861
(incl. Red Lake North Area Team and Red Lake South Area Team)

Sioux Lookout District
Prince St.
P.O. Box 309
Sioux Lookout P0V 2T0
807-737-1140
Fax 807-737-1813
(incl. North/South Area Team and Central Area Team)
HOURS: 8:00-4:30

Terrace Bay Area Office
P. O. Box 280
Terrace Bay P0T 2W0
807-825-3205
Fax 807-825-9318
HOURS: 8:00-4:30

Thunder Bay District
Ontario Government Bldg.
435 James St. S., Basement
Thunder Bay P7E 6E3
807-475-1471
Fax 807-475-1527
(incl. Spruce River/Armstrong Area Team and Shebandowan Area Team)
OTHER LANGUAGES: French
HOURS: 8:00-4:30

FIRE MANAGEMENT CENTRES

Armstrong Attack Base
P. O. Box 69
Armstrong P0T 1A0
807-583-2364
(Nipigon District)
HOURS: 8:00-4:30

Dryden Fire Response Centre
P. O. Box 850
Dryden P8N 2Z5
807-937-4402
Fax 807-937-6060
HOURS: 8:00-4:30

Fort Frances Fire Management Headquarters
922 Scott St.
Fort Frances P9A 1J4
807-274-8645
HOURS: 8:00-4:30

Geraldton Fire Centre
208 Beamish Ave. W.
P. O. Box 640
Geraldton P0T 1M0
807-854-1600
OTHER LANGUAGES: French
HOURS: 8:15-4:30

Kenora Fire Management Headquarters
808 Robertson St.
P. O. Box 5080
Kenora P9N 3X9
807-548-1919
Fax 807-548-5412
HOURS: 8:00-4:30

Pickle Lake Attack Base (April-October)
P. O. Box 159
Pickle Lake P0V 3A0
807-928-2470
(Sioux Lookout District)
HOURS: 8:00-4:30

Red Lake Fire Management Centre
P. O. Box 5003
Red Lake P0V 2M0
807-727-2253
HOURS: 8:00-4:30

Shebandowan Attack Base
P.O. Box 43
Shebandowan P0T 2T0
807-926-2182
(Thunder Bay District)

Sioux Lookout Fire Centre
Highway 72
P.O. Box 309
Sioux Lookout P8T 1A6
807-737-1140
HOURS: 8:00-4:30

Regional Fire Management Centre
(Northwest Region)
1580 Arthur St. W.
Thunder Bay P7C 5G6
807-475-4472
Fax 807-473-5823
OTHER LANGUAGES: French
HOURS: 8:00-4:30

Thunder Bay Fire Operations Headquarters
1580 Arthur St. W.
P. O. Box 5000
Thunder Bay P7E 6E3
807-475-4472
OTHER LANGUAGES: French
HOURS: 8:00-4:30

SOUTHCENTRAL REGION

Regional Office
300 Water St.
P.O. Box 7000
Peterborough K9J 8M5
705-755-2500
Fax 705-755-2600
HOURS: 8:30-4:30

Sudbury Operations Office
199 Larch St.
Sudbury P3E 5P9
705-675-4120
OTHER LANGUAGES: French
HOURS: 8:15-4:30

District Offices

Greater Toronto Area (GTA) District Office
50 Bloomington Rd. West
Aurora L4G 3G8
905-713-7400
Fax 905-713-7359
(incl. Halton/Peel Area Team, York/Metro Area Team, and Durham Area Team)

Aylmer District Office
353 Talbot St. W.
P. O. Box 940
Aylmer N5H 2S8
519-773-9241
Fax 519-773-4014
(incl. Aylmer Area Team)
HOURS: 8:00-4:30

Bancroft District Office
Hwy. 28, S.
P. O. Box 500
Bancroft K0L 1C0
613-332-3940
Fax 613-332-0608
(incl. Bancroft Area Team and Mazinaw Area Team)
HOURS: 8:00-4:30

Bracebridge Area Office
R. R. #2
Hwy 11 N.
Bracebridge P1L 1W9
705-645-8747
Fax 705-645-8372
HOURS: 8:00-4:30

Cambridge District Office
Beaverdale Rd.
P. O. Box 21048
Cambridge N3C 2W1
519-658-9355
Fax 519-658-6290
(incl. Waterloo-Wellington/Brant Area Team)
HOURS: 8:00-4:30

Chatham Area Office
1023 Richmond St. W.
Chatham N7M 5L8
519-354-7340
Fax 519-354-0313
HOURS: 8:00-4:30

Fonthill Area Office
Hwy. 20 W.
P. O. Box 1070
Fonthill L0S 1E0
905-892-2656
Fax 905-892-3134
(incl. Hamilton-Wentworth/Niagara Area Team)
HOURS: 8:00-4:30

Kemptville District Office
Provincial Government Bldg.
Concession Rd.
P. O. Bag 2002
Kemptville K0G 1J0
613-258-8204
Fax 613-258-3920
(incl. St. Lawrence Area Team, Lanark-Leeds Area Team, and Ottawa-Carleton-Prescott-Russel Area Team)
HOURS: 8:00-4:30

Kingston Area Office
Ontario Government Bldg.
Beechgrove Complex
798 King St. W.
Kingston K7L 5H1
613-531-5700
Fax 613-531-5730

Midhurst District Office
General Delivery
Midhurst L0L 1X0
705-725-7500
Fax 705-725-7584
(incl. Simcoe East Area Team, and Grey/Dufferin Area Team)
HOURS: 8:00-4:30

Minden Area Office
Hwy 35 By-Pass
General Delivery
Minden K0M 2K0
705-286-1521
(Bancroft District)

Fax 705-286-4355
HOURS: 8:00-4:30

Owen Sound Area Office
611 Ninth Ave. E.
Owen Sound N4K 3E4
519-376-3860
Fax 519-372-3305
(incl. Grey/Bruce Area Team)
HOURS: 8:00-4:30

Parry Sound District Office
7 Bay St.
Parry Sound P2A 1S4
705-746-4201
(Parry Sound District)

Fax 705-746-8828
(incl. Park Sound Area Team)
HOURS: 8:00-4:30

Pembroke District Office
Riverside Dr.
P. O. Box 220
Pembroke K8A 6X4
613-732-3661
Fax 613-732-2972
(incl. Madawaska Area Team, Mountain River Area Team)
HOURS: 8:00-4:30

Peterborough District Office (former Tweed District)
300 Water St.
P.O. Box 7000
Peterborough K9J 8M5
705-755-2001
Fax 705-755-3125
(incl. Kawartha Lakes Area Team, Northumberland-Hastings Area Team)
HOURS: 8:30-4:30

Tweed Client Services Office
Postal Bag 70
Old Troy Road
MNDM
Tweed K0K 3J0
613-478-2330

Wingham Area Office
R. R. #5
Wingham N0G 2W0
519-357-3131
(Cambridge District)
Fax 519-357-1292
(incl. Huron/Perth Area Team)
HOURS: 8:30-4:30

NATURAL RESOURCE MANAGEMENT DIVISION

300 Water St.
P.O. Box 7000
Peterborough K9J 8M5
HOURS: 8:30-4:30

The Natural Resource Management Division provides leadership and direction for the Ministry's resource management business. The province's forest, fish, wildlife, parks, Crown lands and water are the focus of the division's efforts. The division is responsible for ensuring that natural resources management programs remain relevant and responsive to the needs of Ontarians and true to the ministry's vision of sustainable development and its mission of ecological sustainability.

The Natural Resource Management Division is also responsible for the delivery of certain natural resource management programs, including fish hatcheries, tree nurseries, the provincial parks system and the management of the Great Lakes. Division staff are located throughout Ontario and, in many instances, are jointly accountable to the Field Services Division. This helps to ensure that natural resource management programs are applied in a consistent manner across the province.

Four branches comprise the Natural Resource Management Division: Fish and Wildlife; Forest Management; Lands and Natural Heritage; and Land Use Planning. The branches facilitate the development, implementation and improvement of pertinent natural resource legislation, policies and programs.

Ontario Parks has been established as a business model within government. It is responsible for park-related policy design, program development and program delivery. Ontario Parks also leads park planning and management, service delivery, and resource management and protection activities for Ontario's provincial parks system.

The Enterprise MNR Group and Native Affairs Unit complete the Division. Enterprise MNR's role is to facilitate the transition of MNR programs to an entrepreneurial and revenue-oriented approach. The Native Affairs Unit leads the coordination of MNR's relationships with Ontario's Native peoples.

FISH AND WILDLIFE BRANCH

300 Water St.
P.O. Box 7000
Peterborough K9J 8M5
705-755-1939
Fax 705-755-1900

The Fish and Wildlife Branch is responsible for providing leadership and direction in the management of Ontario's fisheries and wildlife resources. The Branch coordinates the development, implementation and improvement of fisheries and wildlife legislation, policies, programs, standards and related management mechanisms.

In addition, it leads the development and implementation of fisheries and wildlife partnership programs. It also represents the ministry in initiatives to involve clients and stakeholders in management decisions related to these resources, and in provincial,

national and international agencies and organizations that deal with these matters. Staff provide advice and expertise to the Fish and Wildlife Advisory Board in the management of the Fish and Wildlife Special Fund.

The branch leads and directs the management of Great Lakes fisheries and Ontario's fish culture operations. It also manages the Outdoors Card Program, the associated information system and "draws."

FISH CULTURE STATIONS

Chatsworth Fish Culture Station
R.R. 2
P.O. Box 219
Chatsworth N0H 1G0
519-794-2340
Fax 519-794-4627
HOURS: 8:00-4:30

Dorion Fish Culture Station
R.R. #1
Dorion P0T 1K0
807-857-2322
HOURS: 8:00-4:30

Hills Lake Fish Culture Station
R.R. #2
Englehart P0J 1H0
705-544-8006
Fax 705-544-8616
HOURS: 8:00-4:30

Harwood Fish Culture Station
County Rd. 18
P.O. Box 79
Harwood K0K 2H0
905-342-2860
Fax 905-342-2149
HOURS: 8:00-4:30

North Bay Fish Culture Station
R.R. #1
Redbridge P0H 2A0
705-663-2311
Fax 705-663-1139
HOURS: 8:00-4:30

Tarentorus Fish Culture Station
R.R. #5
Sault Ste. Marie P6A 6J8
705-949-7271
Fax 705-949-5243
HOURS: 8:00-4:30

White Lake Fish Culture Station
R.R. #2
Sharbot Lake K0H 2P0
613-335-2130
Fax 613-335-2652
HOURS: 8:00-4:30

Ringwood Fish Culture Station
R.R. #2
Stouffville L4A 7X3
905-640-6204
Fax 905-640-6206
HOURS: 8:00-4:30

Blue Jay Creek Fish Culture Station
R.R. #1
Tehkummah P0P 2C0
705-859-3006
Fax 705-859-3004
HOURS: 8:00-4:30

Normandale Fish Culture Station
R.R. #1
Vittoria N0E 1W0
519-426-3142
Fax 519-426-3144
HOURS: 8:00-4:30

FISHERIES ASSESSMENT UNITS

Lake of the Woods
810 Roberston St.
P.O. Box 5160
Kenora P9N 3X9
807-468-2609

Kawartha
322 Kent St. W.
Lindsay K9V 2Z9

Lake Nipigon
Nipigon District Office
5 Wadsworth Dr.
P.O. Box 970
Nipigon P0T 2J0
807-887-2120

Lake Huron
611 Ninth Ave. E.
Owen Sound N4K 3E4
519-376-6531
(Owen Sound District)

Lake Ontario
R.R. #4
Picton K0K 2J0
613-476-2400

Lake Simcoe
Sibbald's Point Provincial Park
R.R. #2
Sutton West L0E 1R0
416-722-5512

Lake Superior
P.O. Box 5000
Thunder Bay P7C 5G6
807-475-1635

Quetico Mille Lacs
Ontario Government Bldg.
435 James St. S., Ste. 221
Thunder Bay P7E 6E3
807-475-1659

Lake St. Clair
R.R. #2
Tilbury N0P 2L0
519-682-1152

Lake Erie
R.R. #2
Wheatley N0P 2P0
519-825-4684

FOREST MANAGEMENT BRANCH
400 Roberta Bondar Place
70 Foster Dr., Ste. 400
Sault Ste. Marie P6A 6V5

The role of Forest Management Branch (FMB) is to provide leadership and direction in the management of Ontario's forest resources. The branch coordinates the development and implementation of forest legislation, policies, programs, standards and related management mechanisms.

The branch is currently leading the development and implementation of new forestry partnership programs, particularly the establishment of Sustainable Forest Licences (SFLs) on Crown Management Units and divestment of MNR tree nurseries.

The branch leads the ministry in initiatives to involve clients and stakeholders in forest resource management decisions and leads MNR liaison with the forest industry.

The Forest Management Branch also leads the ministry initiatives to establish and maintain mechanisms for evaluating forest management practices and enhancing competency to meet standards to ensure forest sustainability.

Forest Management Branch business areas: policy development, Crown forest stewardship, compliance, science and technology, forest industries, forest management, operational planning, forest operations, research, public education, and nursery, seed and stock production (until 1998).

St. Williams Forest Station
R.R. #1
St. Williams N0E 1P0
519-586-3576
HOURS: 8:00-4:30

LAND USE PLANNING BRANCH
North Tower
300 Water St., 5th Flr
P.O. Box 7000
Peterborough K9J 8M5
HOURS: 8:30-4:30 

The Land Use Planning Branch is responsible for providing leadership, coordination and direction in ecologic land use planning, natural resource allocation and protection through land use, watershed, resource management and municipal planning. The branch coordinates the development, transfer and improvement of ecologic land use and watershed planning, legislation, policies, programs, standards and related management mechanisms.

In addition, it serves other branches and ministries in the areas of leadership and direction for the application of an ecosystem approach to natural resource management. The branch also provides socio-economic and resource management planning and expertise, as well as supply/allocation advice and expertise.

The branch leads the ministry's "state-of-the-resource" reporting and ecologic land use plans initiatives, and coordinates ministry responsibilities related to environmental assessment and the Environmental Bill of Rights.

LANDS AND NATURAL HERITAGE BRANCH
North Tower
300 Water St., 5th Flr
P.O. Box 7000
Peterborough K9J 8M5
HOURS: 8:30-4:30 

The Lands and Natural Heritage Branch is responsible for providing leadership and direction in the management of Ontario's land, water, natural heritage, aggregate and petroleum resources. The branch coordinates the development, implementation and improvement of legislation, policies, programs, standards and management mechanisms related to these resources.

In addition, it leads the development and implementation of Crown land, water, natural heritage, aggregate and petroleum resources partnership programs. It also represents the ministry in initiatives to involve clients and stakeholders in managing the resources, and in provincial, national and international agencies and organizations that deal with these matters.

The branch leads ministry liaison with Conservation Authorities, administers the program to protect Crown land title integrity, and leads programs to protect human life and property from land and water-related hazards. It also leads the development of Crown land and water based revenue-generating initiatives.

CONSERVATION AUTHORITIES

Niagara Peninsula CA
2358 Centre St.
Allanburg L0S 1A0
905-227-1013
Fax 905-227-2998
HOURS: 8:00-4:30

Hamilton Region CA
838 Mineral Springs Rd.
P.O. Box 7099
Allanburg L0S 1A0
905-525-2181
HOURS: 9:00-5:00 

Nottawasaga Valley CA
R.R. #1
Angus L0M 1B0
705-424-1479
HOURS: 8:30-4:30 

Regional Office
50 Bloomington Rd. W.
R.R. #2
Aurora L4G 3G8
905-713-7789
905-713-7728
Fax 905-713-7746
OTHER LANGUAGES: French
HOURS: 8:30-4:30 

Catfish Creek CA
R.R. #5
Aylmer N5H 2R4
519-773-9037
HOURS: 8:00-4:30 

Moira River CA
P.O. Box 698
Belleville K8N 5B3
613-968-3434
HOURS: 9:00-4:30

South Nation River CA
P.O. Box 69
Berwick K0C 1G0
613-984-2948
OTHER LANGUAGES: French
HOURS: 8:30-4:30

Grand River CA
400 Clyde Rd.
P.O. Box 729
Cambridge N1R 5W6
519-621-2761
HOURS: 8:30-4:30 

Lower Thames Valley CA
100 Thames St.
Chatham N7L 2Y8
519-354-7310
HOURS: 8:30-4:30 

Metropolitan Toronto & Region CA
5 Shoreham Dr.
Downsview M3N 1S4
416-661-6600
HOURS: 8:30-4:30 

Essex Region CA
360 Fairview Ave. W.
Essex N8M 1Y6
519-776-5209
HOURS: 7:45-5:00 

Ausable Bayfield CA
R.R. #3
Exeter N0M 1S5
519-235-2610
HOURS: 8:30-4:30

Cataraqui Region CA
P.O. Box 160
Glenburnie K0H 1S0
613-546-4228
HOURS: 8:30-4:30

Saugeen Valley CA
R.R. #1
Hanover N4N 3B8
519-366-1235
HOURS: 8:30-4:30

Mississippi Valley CA
P.O. Box 268
Lanark K0G 1K0
613-259-2421
HOURS: 8:00-4:30

Kawartha Region CA
Kenrei Park Rd.
R.R. #1
Lindsay K9V 4R1
705-328-2271
OTHER LANGUAGES: French
HOURS: 8:00-4:30

Upper Thames River CA
R.R. #6
London N6A 4C1
519-451-2800
OTHER LANGUAGES: French
HOURS: 8:15-4:30

Rideau Valley CA
Mill St.
P.O. Box 599
Manotick K4M 1A5
613-692-3571

Crowe Valley CA
P.O. Box 416
Marmora K0K 2M0
613-472-3137
HOURS: 8:30-4:30

Raisin Region CA
P.O. Box 10
Martintown K0C 1S0
613-528-4823
OTHER LANGUAGES: French
HOURS: 8:30-4:30

Credit Valley CA
1255 Derry Rd. W.
Meadowvale L5N 6R4
905-670-1615
OTHER LANGUAGES: French
HOURS: 8:30-4:30

Halton Region CA
2596 Britania Rd. W.
R.R. #2
Milton L9T 2X6
905-336-1158
HOURS: 8:30-4:30

Napanee Region CA
15 Ontario St. W.
Napanee K7R 3S6
613-354-3312
HOURS: 8:30-4:30

Lake Simcoe Region CA
120 Bayview Pkwy.
P.O. Box 282
Newmarket L3Y 4X1
905-895-1281
HOURS: 8:30-4:30

North Bay - Mattawa CA
233 Birchs Rd., SITE 12, CAMP 5
R.R. #5
North Bay P1B 8Z4
705-474-5420
HOURS: 8:30-4:30

Central Lake Ontario CA
100 Whiting Ave.
Oshawa L1H 3T3
905-579-0411
HOURS: 8:30-4:30

Grey Sauble CA
Inglis Falls Rd.
R.R. #4
Owen Sound N4K 5N6
519-376-3076
HOURS: 8:30-4:30

Otonabee Region CA
Time Square
380 Armour Rd., Ste. 200
Peterborough K9H 7L7
705-745-5791
HOURS: 8:30-4:30

Prince Edward Region CA
P.O. Box 310
Picton K0K 2T0
613-476-7408
HOURS: 8:30-4:30

Ganaraska Region CA
2216 Hwy. 28
P.O. Box 328
Port Hope L1A 3W4
416-885-8173
HOURS: 8:00-4:30

Sault Ste. Marie Region CA
1199 Fifth Line E.
R.R. #2
Sault Ste. Marie P6A 5K7
705-946-8530
HOURS: 8:30-4:30

Long Point Region CA
R.R. #3
Simcoe N3Y 4K2
519-428-4623
HOURS: 8:00-5:00

Kettle Creek CA
R.R. #8
St. Thomas N5P 3T3
519-631-1270
HOURS: 8:30-4:30

St. Clair Region CA
205 Mill Pond Cres.
Strathroy N7G 3P9
519-245-3710
HOURS: 8:00-5:00

Nickel District CA
200 Brady St.
Sudbury P3E 5K3
705-674-5249
HOURS: 8:30-4:30

Lakehead Region CA
130 Conservation Rd.
P.O. Box 3476
Thunder Bay P7B 5J9
807-344-5857/8/9/50
HOURS: 8:30-4:30

Mattagami Region CA
100 Lakeshore Rd.
Timmins P4N 8R5
705-264-5309
HOURS: 8:30-4:30

Lower Trent River CA
441 Front St.
Trenton K8V 6C1
613-394-4829
HOURS: 8:30-4:30

Maitland Valley CA
93 Marietta St.
P.O. Box 127
Wroxeter N0G 2X0
519-335-3557
HOURS: 8:30-4:30

NATIVE AFFAIRS UNIT
North Tower
300 Water St., 5th Flr
P.O. Box 7000
Peterborough K9J 8M5
HOURS: 8:30-4:30

The Native Affairs Unit provides leadership to the ministry in the development and evaluation of all land and natural resource management responsibilities as they relate to Native people and ensures Native issues are reflected and complemented in land and natural resource management decisions, policies and strategies. The Unit also liaises with Ontario's Native communities, the Ontario Native training and development initiatives, and negotiation and litigation efforts.

ONTARIO PARKS
South Tower
300 Water St., 6th Flr
P.O. Box 7000
Peterborough K9J 8M5
General information outside Peterborough Area
1-800-667-1940 (Toll-free)
705-755-7275
HOURS: 8:30-4:30

Ontario Parks plans, protects, develops and operates Ontario's system of provincial parks.

Ontario has a world renowned park system, made up of 265 parks covering 8.2 million hectares. These parks are managed on a sound ecological basis to protect representative and unique examples of Ontario's natural and cultural heritage. Parks provide opportunities to camp, canoe, hike, swim, picnic and learn about natural and cultural heritage. Some parks are primarily protecting areas of natural and cultural value.

Many parks accept campsite reservations. Reservations are highly recommended for busy parks during July and August, especially for canoe trippers and backpackers.

Operating seasons vary. Many parks operate only during the summer months. Call ahead to ensure that the park you want to visit is open.

Wheelchair accessibility varies from park to park. Contact parks to determine what facilities and activities are accessible.

There are many provincial parks that are not listed. While these parks generally offer no services and charge no fees, they may offer hiking, canoeing or the chance to simply enjoy nature. Zone offices should be contacted for information about unlisted parks. Individual provincial parks report to the following Ontario Parks zone offices across Ontario:

Algoma Zone (Sudbury) 705-688-3164 Extension 321

Algonquin Park (Whitney) 613-637-2780 Extension 202

Muskoka Zone (Huntsville) 705-789-9611 Extension 2160

(answering machine only)

Northeast Zone (Cochrane) 705-272-7062

Northwest Zone(Thunder Bay) 807-475-1497 Extension 1321

Southcentral Zone (Midhurst) 705-725-7600

Southeastern Zone (Napanee) 613-354-8142

Southwestern Zone (London) 613-661-2777

For more information on Provincial Parks, please see Internet Address:
http://www.mnr.gov.on.ca/MNR/parks

Quetico
108 Saturn Ave
Atikokan P0T 1C0
807-597-2430
807-597-2735 Reservations
Fax 807-597-6185

Silent Lake
P.O. Box 500
Bancroft K0L 1C0
613-339-2807

Lake St. Peter
P.O. Box 500
Bancroft K0L 1C0
613-338-5312

Carson Lake Provincial Park
Barry's Bay K0J 1B0
613-756-2746
Fax 613-732-2972

Batchawana
P.O. Box 61
Batchawana P0S 1A0
705-882-2209

Mississagi
62 Queen Ave.
P.O. Box 190
Blind River P0R 1B0
705-848-2806
Fax 705-356-7441
OTHER LANGUAGES: French

Darlington
R.R. #2
Bowmanville L1C 3K3
905-436-2036

Presqu'ile Provincial Park
R.R. #4
Brighton K0K 1H0
613-475-2204
613-475-2204 (TTY)
Fax 613-475-4324

Ferris
R.R. #4
Brighton K0K 1K0
613-653-2330

Grundy Lake
R.R. # 1
Britt P0G 1A0
705-383-2286 Reservations

Bronte Creek
1219 Burloak Dr.
Burlington L7R 3X5
905-827-6911
Fax 905-637-4120
OTHER LANGUAGES: French

The Shoals
190 Cherry St.
Chapleau P0M 1K0
705-864-1710
Fax 705-864-0681
OTHER LANGUAGES: French

Ivanhoe Lake
190 Cherry St.
Chapleau P0M 1K0
705-899-2644
OTHER LANGUAGES: French

Missinaibi Lake
190 Cherry St.
Chapleau P0M 1K0
Off-season
705-234-2222
705-864-1710
Fax 705-864-0681
OTHER LANGUAGES: French

Wakami Lake
190 Cherry St.
Chapleau P0M 1K0
705-864-1710
OTHER LANGUAGES: French

Potholes Provincial Park
190 Cherry St.
Chapleau P0M 1K0
705-864-1710
OTHER LANGUAGES: French

Voyageur
P.O. Box 130
Chutes a Blondeau K0B 1B0
613-674-2825
OTHER LANGUAGES: French

Bon Echo
R.R. #1
Cloyne K0H 1K0
613-336-2228

Greenwater
P.O. Box 730
Cochrane P0L 1C0
705-272-6335
705-272-4365
OTHER LANGUAGES: French

Six Mile Lake
P.O. Box 340
Coldwater L0K 1E0
705-756-2746

Craigleith
R.R. #3
Collingwood L9Y 3Z2
705-445-4467

North Beach
R.R. #3
Consecon K0K 1T0
613-399-2030

Blue Lake
P.O. Box 730
Dryden P8N 2Z4
807-227-2601
807-223-3341

Rock Point
P.O. Box 158
Dunnville N1A 2X5
905-774-6642

Kap-Kig-Iwan
P.O. Box 250
Englehart P0J 1H0
705-544-2050
705-642-3222 Off-season
OTHER LANGUAGES: French

Fitzroy
5201 Canon Smith Dr.
Fizroy Harbour K0A 1X0
613-623-5159
Fax 613-623-8171
OTHER LANGUAGES: French

Winisk River
208 Beamish Ave. W.
P.O. Box 640
Geraldton P0T 1M0
807-854-1030
Fax 807-854-0335

Macleod
208 Beamish Ave.
P.O. Box 640
Geraldton P0T 1M0
807-854-1030
OTHER LANGUAGES: French

Point Farms Provincial Park
R.R. #3
Goderich N7A 3X9
519-524-7124

The Pinery Provincial Park
R.R. #2
Grand Bend N0M 1T0
519-243-2220
519-243-3099 Reservations

Ipperwash Provincial Park
R.R. #2
Grand Bend N0M 1T0
519-243-2220
519-243-3099 Reservations

Fushimi
P.O. Box 670
Hearst P0L 1N0
705-362-4346
Fax 705-362-7515
OTHER LANGUAGES: French

Nagagamisis Provincial Park
P.O. Box 670
Hearst P0L 1N0
807-868-2254
807-362-4346 Off-season
OTHER LANGUAGES: French

Arrowhead Provincial Park
R.R. #3
Huntsville P0A 1K0
705-789-5105
Fax 705-789-1610

Earl Rowe Provincial Park
P.O. Box 872
Huronia L9R 1W1
705-435-4331
Fax 705-435-4333

Sandbar Lake
P.O. Box 220
Ignace P0T 1T0
807-934-2233

Rene Brunelle
P.O. Box 220
Kapuskasing P5N 2Y3
705-367-2692
705-335-6191 Off-season
OTHER LANGUAGES: French

Rideau River
R.R. #4
Kemptville K0G 1J0
613-258-2740
OTHER LANGUAGES: French

Rushing River
810 Robertson St.
P.O. Box 5160
Kenora P9N 3X9
807-548-4351

Sioux Narrows
P.O. Box 5160
Kenora P9N 3X9
807-226-5223

Killarney
General Delivery
Killarney P0M 2A0
705-287-2900
705-287-2800 Reservations

Balsam Lake
R.R. #1
Kirkfield K0M 2B0
705-454-1077
705-454-3324 Reservations
Fax 705-454-2610

Charleston Lake
R.R. #4
Lansdowne K0E 1L0
613-659-2065

Silver Lake
R.R. #2
Maberly K0H 2B0
613-268-2000

Marten River
General Delivery
Marten River P0H 1T0
705-892-2200
OTHER LANGUAGES: French

Chutes
P.O. Box 37
Massey P0P 1P0
705-865-2021
Fax 705-865-2992
OTHER LANGUAGES: French

Samuel de Champlain
P.O. Box 147
Mattawa P0H 1V0
705-744-2276
OTHER LANGUAGES: French

Springwater
General Delivery
Midhurst L0L 1X0
705-728-7393

Polar Bear
P.O. Box 190
Moosonee P0L 1Y0
705-336-2987

Tidewater
P.O. Box 190
Moosonee P0L 1Y0
705-336-2987
OTHER LANGUAGES: French

Rondeau
R.R. #1
Morpeth N0P 1X0
519-674-1750
519-674-1770 Reservations

Caliper Lake
P.O. Box 188
Nestor Falls P0X 1K0
807-484-2181

Lake Nipigon
P.O. Box 970
Nipigon P0T 2J0
807-885-3181

Killbear
P.O. Box 71
Nobel P0G 1G0
705-342-5492
705-342-5227 Reservations

Emily
R.R. #4
Omemee K0L 2W0
705-799-5170
Fax 705-799-2433

Mark S. Burnham
Emily Provincial Park
R.R. #4
Omemee K0L 2W0
705-295-6879
Fax 705-799-2433

Peter's Woods Nature Reserve
Emily Provincial Park
R.R. #4
Omemee K0L 2W0
705-799-5170
Fax 705-799-2433

Bass Lake
P.O. Box 2178
Orillia L3V 6S1
705-326-7054
Fax 705-329-6028

Mara
P.O. Box 2178
Orillia L3V 6S1
705-326-4451
705-326-7054 Off-season

McRae Point
P.O. Box 2178
Orillia L3V 6S1
705-325-7290
705-326-7054 Off-season

Oastler Lake Provincial Park
7 Bay St.
Parry Sound P2A 1S4
705-378-2401

Sleeping Giant (Sibley)
General Delivery
Pass Lake P0T 2M0
807-977-2526

Bonnechere
P.O. Box 220
Pembroke K8A 6X4
613-757-2103

Awenda
P.O. Box 973
Penetanguishene L0K 1P0
705-549-2231
OTHER LANGUAGES: French

Murphy's Point Provincial Park
P.O. Box 973
Perth K7H 3C7
613-267-5060

Lake on the Mountain
R.R. #1
Picton K0K 2T0
613-393-3319

Sandbanks
R.R. #1
Picton K0K 2T0
613-393-3319
613-969-8368 Reservations
Fax 613-393-3404

Sturgeon Bay
Pointe au Baril P0G 1K0
705-366-2521

Trillium Woods Nature Reserve
P.O. Box 9
Port Burwell N0J 1T0
519-874-4691

Port Burwell
P.O. Box 9
Port Burwell N0J 1T0
519-874-4691

John E. Pearce
P.O. Box 9
Port Burwell N0J 1T0
519-874-4691

Port Bruce
P.O. Box 9
Port Burwell N0J 1T0
519-874-4691

MacGregor Point
R.R. #1
Port Elgin N0H 2C5
519-389-9056

Inverhuron
R.R. #1
Port Elgin N0H 2C5
519-389-9056

Long Point
P.O. Box 99
Port Rowan N0E 1M0
519-586-2133

Pakwash
P.O. Box 5003
Red Lake P0V 2M0
807-727-2253

Woodland Caribou
P.O. Box 5003
Red Lake P0H 2M0
807-727-2253

Restoule
Restoule P0H 2R0
705-729-2010

Pancake Bay
P.O. Box 61
Sault Ste. Marie P0S 1A0
705-882-2209
OTHER LANGUAGES: French

Selkirk
R.R. #1
Selkirk N0A 1P0
519-776-2600

Sharbot Lake
R.R. #2
Sharbot Lake K0H 2P0
613-335-2814

Ojibway
P.O. Box 309
Sioux Lookout P8T 1A6
807-737-2033

Lake of the Woods
R.R. #1
Sleeman P0W 1M0
807-274-5337
Fax 807-274-4438

Mikisew
P.O. Box 400
South River P0A 1X0
705-386-7762

Driftwood
Stonecliff K0J 2K0
613-586-2553

Halfway Lake
199 Larch St, Ste. 901
Sudbury P3E 5P9
705-965-2702
OTHER LANGUAGES: French

Fairbank
199 Larch St., Ste. 901
Sudbury P3E 5P9
705-866-0530
OTHER LANGUAGES: French

Windy Lake
199 Larch St., Ste. 901
Sudbury P3E 5P9
705-966-2315

Sibbald Point
R.R. #2
Sutton West L0E 1R0
905-722-8061

Esker Lakes
P.O. Box 129
Swastika P0K 1T0
705-567-4849
705-642-3222 Off-season
OTHER LANGUAGES: French

Frontenac Park
P.O. Box 11
Sydenham K0H 2T0
613-376-3489
Fax 613-376-6905

Lady Evelyn Smoothwater
Lakeshore Rd.
P.O. Box 38
Temagami P0H 2H0
705-569-3622

Finlayson Point
P.O. Box 38
Temagami P0H 2H0
705-569-3205
OTHER LANGUAGES: French

Neys
P.O. Bag #3
Terrace Bay P0T 2W0
807-229-1624

Rainbow Falls
P.O. Bag #3
Terrace Bay P0T 2W0
807-824-2298

Kakabeka Falls
435 James St. South, Ste. 221
Thunder Bay P7C 6E3
807-473-9231

Ouimet Canyon
P.O. Box 5000
Thunder Bay P7C 5G6
807-977-2526

Middle Falls
435 James St. South, Ste. 221
Thunder Bay P7C 6E3
807-964-2097

Kettle Lakes Provincial Park
896 Riverside Drive
Timmins P4N 3W2
705-363-3511
OTHER LANGUAGES: French

Turkey Point
P.O. Box 5
Turkey Point N0E 1T0
519-426-3239

Wasaga Beach
P.O. Box 183
Wasaga Beach L0L 2P0
705-429-2516

White Lake
P.O. Box 1160
Wawa P0S 1K0
807-822-2447
OTHER LANGUAGES: French

Lake Superior
P.O. Box 267
Wawa P0S 1K0
705-856-2284
OTHER LANGUAGES: French

Obatanga Provincial Park
P.O. Box 1160
Wawa P0S 1K0
807-882-2592
807-856-2396 Off-season
OTHER LANGUAGES: French

Wheatley
P.O. Box 640
Wheatley N0P 2P0
519-825-4659

Ojibway Prairie Nature Reserve
Klondike Rd.
P.O. Box 640
Wheatley N0P 2P0
519-825-4659
Fax 519-825-7472

Peche Island
P.O. Box 640
Wheatley N0P 2P0
519-825-4659
Fax 519-825-7472
OTHER LANGUAGES: French

Algonquin Park
P.O. Box 219
Whitney, Algonquin K0J 2M0
705-633-5572
705-633-5538 Reservations
Fax 705-633-5581
OTHER LANGUAGES: French

Sauble Falls
R.R. #3
Wiarton N0H 2T0
519-422-1952

Petroglyphs
General Delivery
Woodview K0L 3E0
705-877-2552

SCIENCE AND INFORMATION RESOURCES DIVISION

300 Water St.
Peterborough K9J 8M5
705-755-1540
Fax 705-755-1531
HOURS: 8:30-4:30

The Science and Information Resources Division leads the ministry in using its knowledge and information to manage Ontario's natural resources to achieve ecosystem sustainability. The division provides applied research services, knowledge, scientific advice, natural resources information and technology and provincially networked computer and telecommunications services to the ministry and its clients.

Fisheries Research Productivity Unit
Spruce River Rd.
P.O. Box 2089
Thunder Bay P7B 5E7
807-683-6232

Centre for Northern Forest Ecosystem Research Unit
c/o Lakehead University
955 Oliver Rd.
Thunder Bay P7B 5E1
807-343-4000

Northwest Science and Technology Unit
25th Side Rd.
R.R. #1
Thunder Bay P7C 4T9
807-939-2501
Fax 807-939-1841

INFORMATION TECHNOLOGY SERVICES
North Tower
300 Water St., 4th Flr.
P.O. Box 7000
Peterborough K9J 8M5
705-755-1403
Fax 705-755-1496
HOURS: 8:00-4:30

The Information Technology Services Branch coordinates the provision of reliable and secure computer and telecommunications services, along with technical and client support, in a cost-effective manner.

NATURAL RESOURCES INFORMATION MANAGEMENT BRANCH
North Tower
300 Water St., 2nd Flr
P.O. Box 7000
Peterborough K9J 8M5
705-755-2156
Fax 705-755-2131
HOURS: 8:30-4:30

The Natural Resources Information Branch is responsible for making available geographic information about Ontario's land mass and using sophisticated technologies for managing that information.

Activities include the establishment and maintenance of a provincial geographic referencing system, geodesy, cadastral surveys, cartography, establishment and maintenance of the Provincial Digital Topographic Database, geographic information, geographic nomenclature, satellite and airborne remote sensing, and natural resource inventories. Maps are distributed by the ministry's Natural Resource Information Centre (416-314-2000). District offices, listed under this ministry's Regions (field offices) entries, can also provide information.

NATURAL RESOURCES INFORMATION MANAGEMENT BRANCH
CLIENT INFORMATION SERVICES SECTION
North Tower
300 Water St., 2nd Flr
P.O. Box 7000
Peterborough K9J 8M5
705-755-1663
Fax 705-755-2131
HOURS: 8:30-4:30

The Client Information Services Section key responsibilities include the development and implementation of information access policy. This policy governs dissemination and access to MNR intellectual property. The other two key responsibilities of the section are the Natural Resource Information Centre (Peterborough and Queen's Park) and the Library.

NATURAL RESOURCES INFORMATION MANAGEMENT BRANCH

CLIENT INFORMATION SERVICES SECTION
NATURAL RESOURCES INFORMATION CENTRE
North Tower
300 Water St., 1st Flr
P.O. Box 7000
Peterborough K9J 8M5
705-755-2000 General Information
Fax 705-755-1677

Macdonald Block
900 Bay St., Rm. M1-73
Toronto M7A 2C1
416-314-2000 General Information
Fax 416-314-1593
HOURS: 8:30-4:30

The Natural Resources Information Centre (NRIC) is a "one-stop" inquiry centre for both the public and the government. Information and **publications** are provided on Ontario's fish, **wildlife**, forestry, mineral resources, lands and waters, and provincial **parks**. The centre sells topographical Ontario basic mapping, aerial photos and forest resources inventory **maps**. **Travel** counselling is also provided to the public on provincial parks, **hunting**, fishing and outdoor **recreation** opportunities. The NRIC also houses the ministry reading room to provide public access to manuals and internal procedures used by the ministry.

NATURAL RESOURCES INFORMATION MANAGEMENT BRANCH
DATA ADMINISTRATION AND OPERATIONS SECTION
300 Water St.
Peterborough K9J 8M5
HOURS: 8:30-4:30

The Data Administration and Operations Section performs the operational and administrative functions associated with the MNR's natural resource data, topographical data and cartographic products. To support these responsibilities, the section maintains standards and provides consultative services on their use and implementation. The Data Administration and Operations Section consists of six business areas contained within four internal work Units:

The Natural Heritage Information Centre (NHIC)(705-755-2159) maintains a permanent and dynamic atlas and data bank on the character, distribution and conservation status of natural areas, critical flora/fauna, communities and special features in Ontario. The products and services that the NHIC provides are used in support of land/water use planning and resource stewardship.

The Ontario Fisheries Information System (OFIS)(705-755-2164) is responsible for developing and supporting management tools for the capture and retrieval of fisheries scientific information, as well as maintaining the OFIS database.

The Provincial Mapping Office (PMO) develops and maintains various map products and services. These include the establishment and maintenance of the Ontario Basic Mapping Program (OBM) and the Provincial Topographic Database (DTDB), colour thematic maps, and plans depicting the status of Crown lands (G-Plans).

The Data Acquisition Unit (416-314-1215) administers the OBM and the DTDB which is designated to provide a common base for geographical referenced topographic information. Contracts are handled with the private sector for production of base maps. In addition, the unit is responsible for maintaining the G-Plan series, a set of conventional map products depicting the status of Crown lands, i.e. claims of occupation/leases. (Products can be purchased through the Natural Resource Information Centres (416-314-2000) or its retail dealers.)

The Automated Cartography Unit (416-314-1248) prepares the MNR's colour thematic maps, including territorial, parks, hunting and fishing maps, colour brochures and graphics. (Products can be purchased through the Natural Resource Information Centres (416-314-2000) or its retail dealers.)

NATURAL RESOURCES INFORMATION MANAGEMENT BRANCH
RESOURCE MANAGEMENT INFORMATION DESIGN SECTION
North Tower
300 Water St., 2nd Flr
P.O. Box 7000
Peterborough K9J 8M5
705-755-1616
Fax 705-755-2131
HOURS: 8:30-4:30

The Resource Management Information Design Section (705-755-1616) conducts technology and applications development projects and mapping programs related to natural resource inventories in such fields as forestry, geology, agriculture and land use planning, through the analysis of airborne and spaceborne **remote sensing** data (e.g., aerial photography, thermography, radar and satellite multispectral imagery). The section maintains a collection of **LANDSAT satellite imagery** for Ontario and a literature library, both of which may be used by the public. The section includes the Information Standards Secretariat, responsible for coordinating and facilitating the development, distribution and use of data standards in the ministry. Under a technology transfer program, the Resource Management Information Design Section offers information on remote sensing and consultation on remote sensing research or application projects, to government organizations, private companies and universities/colleges. Remote sensing training courses are offered to provide practical experience in the use of a range of remote sensing data. Other forms of assistance in the teaching of remote sensing are provided to teaching institutions.

NATURAL RESOURCES INFORMATION MANAGEMENT BRANCH
SURVEYOR GENERAL OF ONTARIO
North Tower
300 Water St., 2nd Flr
P.O. Box 7000
Peterborough K9J 8M5
705-755-2127
Fax 705-755-2181
HOURS: 8:30-4:30

The Office of the Surveyor General administers the **Surveys** Act, Surveyors Act and Ontario **Geographic Names** Board Act and regulations; manages surveying services; and coordinates policy, priorities and development of programs in **geodetic services**, geographic names and Crown land surveying activities.

The Provincial Georeferencing Unit (705-755-2132) coordinates the activities of the geodetic services and geographic names programs. The geodetic services program develops and publishes standards, guidelines and specifications for the performance of horizontal, vertical and three-dimensional surveys by surveyors; collects horizontal and vertical control survey network data for storage in the provincial horizontal control data bank (COSINE); maintains multipurpose control survey adjustment and analysis programs (**MANOR**, MANOR V); maintains the precise calibration base line database; and installs the precise geodetic Global Positioning System (GPS) markers and base stations.

The geographic names program coordinates geographic names investigation, research and policy development affecting treatment of geographic nomenclature in Ontario; maintains an index of geographical and place names; provides toponymic service and facilitates investigations affecting geographical names for the Canadian Permanent Committee on Geographic Names, ministries, agencies, municipalities, the public, etc.; provides administrative support to the Ontario Geographic Names Board; and publishes principles for geographic naming.

Crown Land Surveys (705-755-2128) reviews plans of survey of Crown land and mining land for alienation by lease, licence or letters patent; prepares descriptions for patent, lease, licence, Order-in-Council and regulations; and interprets and maintains custody of plans and field notes of original Crown surveys. Crown survey records may be viewed by the public at the office located on the 2nd floor, North Tower 300 Water St., Peterborough, Ont., K9J 8M5 (705-755-2100). The office prepares instructions for surveyors to make Crown surveys and manages land surveys for the ministry.

The Air Photo Library safeguards and maintains the ministry's original air photo imagery flown for the forestry and mapping programs. Photographic contact prints and enlargements are produced to meet the demands of the public, government agencies and Natural Resources mapping projects. Products are sold and distributed through the Natural Resource Information Centre (416-314-2000)

SCIENCE DEVELOPMENT AND TRANSFER BRANCH
10401 Dufferin St.
P.O. Box 5000
Maple L6A 1S9
905-832-7141
Fax 905-832-7172
HOURS: 8:00-4:30

The Science Development and Transfer Branch provides leadership in the development, transfer and application of scientific and technical knowledge. It provides information and expertise to support program development, planning legislation and program direction. It also provides continuity from basic natural resources research, through applied research, to transfer to field staff for implementation.

SYSTEMS DEVELOPMENT BRANCH
North Tower
300 Water St., 4th Flr
P.O. Box 7000
Peterborough K9J 8M5
705-755-1600
Fax 705-755-1623
HOURS: 8:30-4:30 

Roberta Bondar Place
70 Foster Dr.
Sault Ste. Marie P6A 5L8
705-945-5875
Fax 705-945-6605

The Systems Development Branch is responsible for the management of ministry software systems. This includes systems planning, development, documentation, testing and formal procedures to implement the computer system. The branch is also responsible for management of the ministry's data architecture, design of corporate databases, development of information resources policy, and consultation within the ministry on information management practices.

A prime focus of the branch is the establishment and implementation of natural resource systems within the ministry. The branch is committed to working with its clients to ensure that the Science and Information Resources Division is aware of and responsive to the ministry's business and information needs. Strong emphasis is being placed on the development of small corporate systems that will provide ministry clients with specific applications to meet the operational needs of the workplace, including internet/intranet applications.

AGENCIES

ALGONQUIN FORESTRY AUTHORITY
222 Main St. W.
Huntsville P1H 1Y1
705-789-9647
Fax 705-789-3353
OTHER LANGUAGES: French
HOURS: 8:00-4:30

The Algonquin Forestry Authority is a Crown corporation responsible for maintaining an integrated resource management approach within Algonquin Provincial Park. The authority has been assigned the task of ensuring the viability of the local forest industry by managing and upgrading the quality of the forest and effectively utilizing its range of products. Maintaining a forest cover that satisfies the requirements of regeneration, aesthetics and preservation of diverse vegetation types is also the authority's responsibility. It preserves and protects the recreational values, fish and wildlife habitat, soil and water resources within the park.

The Victoria Centre
84 Isabella St., 2nd Flr.
Pembroke K8A 5S5
613-735-0173
OTHER LANGUAGES: French
HOURS: 8:15-4:30

MINING AND LANDS COMMISSIONER
700 Bay St., 24th Flr.
P. O. Box 330
Toronto M5G 1Z6
416-314-2320
Fax 416-314-2327
416-314-2322 (French)
HOURS: 8:00-4:30

The Office of the Mining and Lands Commissioner is an independent administrative tribunal responsible for hearing and deciding **appeals** under legislation administered by the Ministries of Natural Resources and Northern Development and Mines, including the Mining Act, the **Conservation** Authorities Act, the Aggregate Resources Act and others.

ACTS

The Ministry of Natural Resources is responsible for the Acts listed below.

Aggregate Resources Act, 1989
Agreement Authorization Act, 1958
Algonquin Forestry Authority Act
Algonquin Provincial Park Extension Act, 1960-61
Arboreal Emblem Act, 1984

Beds of Navigable Waters Act
Canada Company's Lands Act, 1922
Conservation Authorities Act
Conservation Land Act
Crown Forest Sustainability Act
Crown Timber Act
Endangered Species Act
Fish Inspection Act
Fisheries Industrial Development Act
Fisheries Loans Act
Forest Fires Prevention Act
Forest Tree Pest Control Act
Forestry Act
Forestry Workers Employment Act
Forestry Workers Lien For Wages Act
Freshwater Fish Marketing Act (Ontario)
Game and Fish Act
Gananoque Lands Act, 1961-62
Gas and Oil Leases Act
Industrial and Mining Lands Compensation Act
Lac Seul Conservation Act, 1928
Lake of the Woods Control Board Act, 1922
Lakes and Rivers Improvement Act
Manitoba-Ontario Lake St. Joseph Diversion Agreement Authorization Act, 1958
Migratory Birds Convention Act (Canada) - Ontario Regulations
Mineral Emblem Act
Ministry of Natural Resources Act
National Radio Observatory Act, 1962-63
North Georgian Bay Recreational Reserve Act, 1962-63
Ontario Geographic Names Board Act
Ontario Harbours Agreement Act, 1962-63
Ottawa River Water Powers Act, 1943
Petroleum Resources Act
Provincial Parks Act
Public Lands Act
Seine River Diversion Act, 1952
Settlers' Pulpwood Protection Act
Spruce Pulpwood Exportation Act
Steep Rock Iron Ore Development Act, 1949
Surveyors Act
Surveys Act
Trees Act
Water Transfer Control Act
Wild Rice Harvesting Act
Wilderness Areas Act
Woodlands Improvement Act

MINISTRY OF NORTHERN DEVELOPMENT AND MINES

159 Cedar St.
Sudbury P3E 6A5

The Ministry of Northern Development and Mines has a dual role within the government of Ontario. As a regional ministry, its purpose is to support the government in its ongoing dialogue with the people of northern Ontario by providing strategic and coordinated policy and planning advice, by brokering government programs and services to northern Ontario residents and by coordinating provincial activities supporting regional economic development in the north. As a sectoral ministry, its purpose is to provide basic geological information gathering and interpretation in support of the minerals industry, and administer Ontario's Mining Act in a fair and consistent fashion.

The ministry consists of two program divisions. The Northern Development Division supports the integration of northern views and issues into provincial policy-making, coordinates provincial investments in public infrastructure in the north and coordinates the delivery of government programs and services supporting regional economic development. In addition, the program serves the access and mobility needs in northern Ontario by creating and sustaining transportation infrastructure and services. The Mines and Minerals Division administers the Mining Act and provides basic geological analysis and information.

Two agencies report to the Ministry of Northern Development and Mines: the Northern Ontario Heritage Fund Corporation (NOHFC) administers a fund to support the development and marketing of regional tourism enhancement projects, infrastructure improvements in the area of telecommunications and transportation, and strategic partnerships which will stimulate a wide variety of economic opportunities across the north; the Ontario Northland Transportation Commission (ONTC) is an operational agency that provides comprehensive transportation and telecommunications services in northern Ontario.

DEPUTY MINISTER'S OFFICE

COMMUNICATIONS AND INFORMATION BRANCH
Whitney Block
99 Wellesley St. West, Rm 5630
Toronto M7A 1W3
416-327-0633
Fax 416-327-0634
OTHER LANGUAGES: French
HOURS: 8:00-5:00

The Communications and Information Branch informs the public, client groups and the news media about the ministry's activities, establishes communications policy for the ministry, advises other branches on communications issues and provides support to the Minister, Deputy Minister and senior management. Activities include media liaison, special events coordination, answering public inquiries, producing and distributing news

releases, speeches and strategic communications plans. The Communications and Information Branch also coordinates Freedom of Information requests and responses on behalf of the ministry.

COMMUNICATIONS AND INFORMATION BRANCH
FRENCH LANGUAGE SERVICES
159 Cedar St., 6th Flr.
Sudbury P3E 6A5
705-670-7107
Fax 705-670-7108
OTHER LANGUAGES: French
HOURS: 8:15-4:30

This section coordinates and monitors the delivery of French language services, including translation, within the ministry and its agencies, as required by the French Language Services Act.

CORPORATE POLICY DEVELOPMENT
159 Cedar St., 7th Flr.
Sudbury P3E 6A5
705-670-7181
Fax 705-670-7043
705-670-7181 (French)
OTHER LANGUAGES: French
HOURS: 8:00-5:00

Corporate Policy Development is responsible for managing and developing the ministry's policy agenda on behalf of the Ministry Executive Committee. The unit gathers on-going information/intelligence on the broad corporate policy environment, and assesses northern and mineral industry impacts of policies proposed by other ministries.

TORONTO SUPPORT UNIT
Whitney Block
99 Wellesley St. West, Rm 5630
Toronto M7A 1W3
416-327-0633
Fax 416-327-0634
OTHER LANGUAGES: French
HOURS: 8:00-5:00

The Toronto Support Unit provides reception and clerical staff support to the Toronto-based offices of the Minister, Deputy Minister and Parliamentary Assistant, as well as visiting ministry staff.

BUSINESS PLANNING SECRETARIAT

159 Cedar St., 7th Flr.
Sudbury P3E 6A5
705-670-7050
Fax 705-670-7057
OTHER LANGUAGES: French
HOURS: 8:00-5:00

The Business Planning Secretariat provides business planning advice and resource management services to enable the ministry to fulfill its mandate.

ACCOUNTING SERVICES

159 Cedar St., 5th Flr.
Sudbury P3E 6A5
705-670-7196
Fax 705-670-7386
OTHER LANGUAGES: French
HOURS: 8:15-4:30

Accounting Services provides a complete range of accounting services to all ministry staff and clients. The specific services include accounts payable, accounts receivable, payroll, accounting reconciliation and control.

AUDIT SERVICES

159 Cedar St., 7th Flr.
Sudbury P3E 6A5
705-670-7297
Fax 705-670-7294
HOURS: 8:30-4:30

Audit Services performs internal audit functions, such as reviewing and appraising the ministry's financial and management control systems and ascertaining compliance with ministry and government policies and procedures.

BUSINESS SERVICES

159 Cedar St., 5th Flr.
Sudbury P3E 6A5
705-670-7340
Fax 705-670-7333
OTHER LANGUAGES: French
HOURS: 8:00-4:30

Business Services is responsible for providing corporate direction, policy interpretation and development in the areas of procurement and assets management, facilities management and various office services (e.g., fleet and records management).

FINANCIAL PLANNING
159 Cedar St., 7th Flr.
Sudbury P3E 6A5
705-670-7191
Fax 705-670-7043
OTHER LANGUAGES: French
HOURS: 8:30-4:30

Financial Planning coordinates the ministry's business and expenditure planning processes. It is also responsible for coordinating financial reporting for the ministry as required by the legislature and central agencies of the government.

HUMAN RESOURCES MANAGEMENT
159 Cedar St., 7th Flr.
Sudbury P3E 6A5
705-670-7197
Fax 705-670-7213
OTHER LANGUAGES: French
HOURS: 8:30-4:30

Human Resources Management provides strategic advice, guidance and policy direction on issues of workforce planning, employee relations, recruitment and redeployment, compensation and benefits, training and performance management, and occupational health and safety.

INFORMATION TECHNOLOGY MANAGEMENT
159 Cedar St., 6th Flr.
Sudbury P3E 6A5
705-670-7079
Fax 705-670-7099
OTHER LANGUAGES: French
HOURS: 8:30-5:00

Information Technology Management ensures that the full power of information technology is applied quickly and cost effectively to meet the ministry's business needs. Information Technology Management provides coordination, direction, interpretation, planning, implementation and project management support in the areas of policies and standards, education and training, technical infrastructure, network and desktop support, and application acquisition, development and maintenance.

LEGAL SERVICES
C/O MEDT
56 Wellesley St., W., 5th Flr
Toronto M7A 2E7
416-327-0645
Fax 416-327-0646
HOURS: 9:00-5:00

This office provides legal services to ministry officials and staff in relation to ministry programs and services.

MINES AND MINERALS DIVISION

Willet Green Miller Centre
933 Ramsey Lake Road, Level B-6
Sudbury P3E 6B5
705-670-5755
Fax 705-670-5818
OTHER LANGUAGES: French
HOURS: 9:00-5:00

The Mines and Minerals Division is responsible for a number of activities and programs which are described in individual entries, eg. Mining Lands Section, Mines Group Section, Data Services Section, Information Services Section, Ontario Geological Survey Precambrian Geoscience Section, Ontario Geological Survey Resident Geologists' Section and, Ontario Geological Survey Sedimentary Geoscience Section. Refer to individual entries for descriptions.

FIELD OFFICES

The Mines and Minerals Division services are readily available through a network of **field offices**. The field staff provide local consultative services relating to mineral resources to government, industry and the public.

Presley St.
P. O. Box 230
Cobalt P0J 1C0
705-679-8558 Resident Geologist
Fax 705-679-5584
OTHER LANGUAGES: French
HOURS: 8:15-4:30

808 Robertson St.
P. O. Box 5200
Kenora P9N 3X9
807-468-2813 Resident Geologist/Drill Core Library
807-468-2815 Mining Recorder
Fax 807-468-2823 Mining Recorder/Resident Geologist
HOURS: 8:15-4:30

101 Chipman St.
P. O. Box 5230
Kenora P9N 3X9
807-468-2926 Mineral Development Office
Fax 807-468-2930
HOURS: 8:15-4:30

4 Government Rd. E.
Kirkland Lake P2N 1A2
705-567-9242 Mining Recorder
705-567-5242 Resident Geologist/Drill Core Library
Fax 705-567-5621 Mining Recorder/Resident Geologist
OTHER LANGUAGES: French
HOURS: 8:15-4:30

667 Exeter Rd.
London N6E 1L3
519-661-1656 Resident Geologist
Fax 519-661-1659
OTHER LANGUAGES: French
HOURS: 8:15-4:30

Ontario Government Bldg.
227 Howey St.
P. O. Box 324
Red Lake P0V 2M0
807-727-3284 Mining Recorder
807-727-3272 Resident Geologist
Fax 807-727-3553 Mining Recorder/Resident Geologist
HOURS: 8:15-4:30

60 Church St.
Sault Ste. Marie P6A 3H3
705-945-6931 Resident Geologist/Drill Core Library
705-945-6925 Mining Recorder
Fax 705-945-6934 Resident Geologist/ Drill Core Library
Fax 705-945-6935 Mining Recorder
HOURS: 8:15-4:30

Court House Bldg.
P. O. Box 3000
Sioux Lookout P0V 2T0
807-727-2034 Mining Recorder
807-737-2039 Resident Geologist
Fax 807-737-1727 Resident Geologist/Mining Recorder
HOURS: 8:15-4:30

933 Ramsey Lake Rd., Level B-3
Sudbury P3E 6B5
705-670-5721 Resident Geologist
705-670-5745 Mining Recorder
Fax 705-670-5681 Mining Recorder/Resident Geologist
HOURS: 8:15-4:30

435 South James St., Ste. B003
Thunder Bay P7E 6E3
807-475-1103 Resident Geologist
807-475-1311 Mining Recorder
Fax 807-475-1124 Mining Recorder
Fax 807-475-1112 Resident Geologist
OTHER LANGUAGES: French
HOURS: 8:15-4:30

DATA SERVICES SECTION
Willet Green Miller Centre
933 Ramsey Lake Rd., Level B-4
Sudbury P3E 6B5
705-670-5778
Fax 705-670-5754
OTHER LANGUAGES: French
HOURS: 8:15-4:30

60 Wilson Ave., 1st Flr.
Timmins P4N 2S7
705-360-8334 Mining Recorder
705-360-8348 Resident Geologist/Drill Core Library
Fax 705-360-2001 Mining Recorder
Fax 705-360-2001 Resident Geologist/Drill Core Library
OTHER LANGUAGES: French
HOURS: 8:15-4:30

Mines and Minerals Information Centre
Macdonald Block
900 Bay St., Rm. M2-17
Toronto M7A 1C3
416-314-3792 Geoscientist
416-314-3781 Mining Recorder
Fax 416-314-3811
Fax 416-314-3797
HOURS: 8:15-4:30

43 Old Troy Rd.
Bag Service 43
Tweed K0K 3J0
613-478-3161
Fax 613-478-2873
(Resident Geologist, Drill Core Library)
HOURS: 8:15-4:30

The Data Services Section assists the information gathering, access and distribution goals of the Mines and Minerals Division by developing and maintaining digital information standards, procedures, repositories and access methods; operating digital data distribution channels; working with the identified data stewards to assure cost effective accuracy, completeness and currency of the public digital databases of the division; managing a

digital data warehouse of geoscience and mining information with on-line, user friendly access; continuing and improving off-line digital data distribution; supporting regional stand-alone data access facilities; using Internet to facilitate self-help in information awareness, data access and acquisition.

GEOSCIENCE LABORATORIES
Willet Green Miller Centre
933 Ramsey Lake Rd., Level A-4
Sudbury P3E 6B5
705-670-5637
Fax 705-670-3047
OTHER LANGUAGES: French
HOURS: 8:15-4:30

The Geoscience **Laboratories** provide high quality geoanalytical data in support of the program of the Mines and Minerals Division and the minerals industry client groups. In particular, it provides a wide range of high quality mineralogical and elemental analysis services to the client group; advises prospectors and public; keeps pace with developments in geoanalytical methodologies and their applications; anticipates and responds to demands for improved procedures and develops capabilities accordingly; maintains a state-of-the-art geoanalytical facility; and maintains a high profile with the international geoanalytical, geological and geochemical communities.

INFORMATION SERVICES SECTION
Willet Green Miller Centre
933 Ramsey Lake Rd., Level B-6
Sudbury P3E 6B5
705-670-5838
Fax 705-670-5807
OTHER LANGUAGES: French
HOURS: 8:15-4:30

The Information Services Section plays a lead role in developing and advocating initiatives to create an improved climate for mineral investment; markets and provides the division's services through its business arm "GEO Enterprises Ontario" in order to collect, house and publish information on the province's geological resources and the mineral sector; provides (to the Minister and senior management) well founded and timely policy advice and analysis with a particular focus on implementing the objectives of the Whitehorse Mining Initiative; advocates protection of mineral deposits and areas of mineral potential from incompatible uses, and minimizes impacts of conflicting land use proposals on mineral resource exploration and development through land use planning and policy coordination; handles full implementation of GEO Enterprise Ontario as a non-tax revenue source for the division; attracts mineral exploration and development investment to Ontario and increases the export of Ontario mineral commodities, mining equipment and services; processes and distributes all manuscript reports and maps and other publications produced by the Ontario Geological Survey and others in the format and at the quality level expected by clients.

INFORMATION SERVICES SECTION
MINES LIBRARY
Willet Green Miller Centre
933 Ramsey Lake Rd., Level A-3
Sudbury P3E 6B5
705-670-5615
Fax 705-670-5622
OTHER LANGUAGES: French
HOURS: 8:15-4:30

The Mines Library contains **publications** on geology mining and mineral resources. Its holdings include reports of the Ontario Geological Survey (from 1891), the Geological Survey of Canada (from 1845), other provincial geological surveys, the U.S. Geological Survey and surveys from individual states, reports and **maps** for Precambrian regions of the world, selected texts on geochemistry, geophysics, engineering geology, mineral economics and related topics. Special indexes, bibliographies and abstracts enable the user to access the collection. The Mines Library subscribes to over 200 scientific journals and maintains a large collection of geological and aeromagnetic maps covering Ontario. Photocopies are provided at a nominal charge.

INFORMATION SERVICES SECTION
PUBLICATION SERVICES
Willet Green Miller Centre
933 Ramsey Lake Rd., Level B4
Sudbury P3E 6B5
705-670-5763
Fax 705-670-5770
OTHER LANGUAGES: French
HOURS: 8:15-4:30

Publication Services is the publisher for the Ontario Geological Survey, editing and producing the results of the Survey's research in the form of reports and maps. The Interleaf text publishing system and Intergraph map publishing system enable **publications** to be distributed by the traditional offset printing method, by electronic distribution and through on-demand reproduction of hard copy. The electronic text and map files are being incorporated into the databases being constructed and managed by the Information Services Section. Publication Services is also responsible for the Publication Sales Office at the Willet Green Miller Centre in Sudbury, one of 13 ministry offices throughout the province which sell Mines and Minerals Division publications and maps.

Publication Sales
Willet Green Miller Centre
933 Ramsey Lake Rd., Level B2
Sudbury P3E 6B5
705-670-5691 collect calls accepted
Fax 705-670-5770
OTHER LANGUAGES: French
HOURS: 8:15-4:30

MINES GROUP SECTION
Willet Green Miller Centre
933 Ramsey Lake Rd., Level B-5
Sudbury P3E 6B5
705-670-5787
Fax 705-670-5803
OTHER LANGUAGES: French
HOURS: 8:30-4:30

The Mines Group role is to encourage, promote and facilitate the sustained economic development of Ontario's mineral resources in an environmentally responsible manner; to administer Part VII of the Mining Act; to facilitate mineral development through the provision of a one-window approach to permitting and regulation; to identify new opportunities to expand Ontario's industrial mineral and dimension stone industries; to manage Ontario Prospectors Assistance Program in a fair and consistent manner; to ensure that mine sites are both developed and closed safely and in a manner consistent with sound environmental closure design; to assist the mining industry in meeting the requirements of the Mining Act and, in instances of non-cooperation, to achieve compliance in a fair, firm and professional manner; to strive to minimize risk to public health and **safety** and the environment due to features or hazards associated with inactive, abandoned and orphaned mine sites in Ontario; to ensure that land use planning in Ontario has due regard for health and safety matters related to mine hazards; to facilitate and optimize the process of returning mining lands to the Crown in order to facilitate reopening these lands for prospecting and staking out; to enhance partner relationships with internal and external organizations such as CANMET and other provincial agencies, etc.

MINERAL DEVELOPMENT OFFICES
Northwest Office
101 Chipman St, P O Box 5230
Kenora P9N 3X9
807-468-2916
Fax 807-468-2930
HOURS: 8:15 - 4:30

Northeast Office
60 Wilson Ave, 2nd Flr
Timmins P4N 2S7
705-360-8300
Fax 705-360-2002
OTHER LANGUAGES: French
HOURS: 8:15 - 4:30

MINING LANDS SECTION
Willet Green Miller Centre
933 Ramsey Lake Rd., Level B-6
Sudbury P3E 6B5
705-670-5841
Fax 705-670-5863
OTHER LANGUAGES: French
HOURS: 8:15-4:30

The Role of the Mining Lands Section is to provide orderly and equitable processes that ensure public access to Crown mineral rights for the exploration and potential development of mining lands; to consolidate and enhance the administration, registration and acquisition processes of mining lands in Ontario; to provide province-wide public, computerized access to mining lands information; to ensure that the administrative processes for the approval of client submitted assessment work provides the mineral

exploration industry with a high quality geoscientific database for reference; to maximize the mining land tax and lease rental revenues by becoming more efficient through a new computerized environment; to continue the enhancement of the Mining Act and its Regulations in consultation with local prospectors' associations and the Minister's Mining Act Advisory Committee.

Kenora Mining Recorder's Office
808 Robertson St.
P. O. Box 5200
Kenora P9N 3X9
807-468-2815
Fax 807-468-2823
OTHER LANGUAGES: French
HOURS: 8:00-4:30

Larder Lake Mining Recorder's Office
4 Government Rd. E.
Kirkland Lake P2N 1A2
705-567-9242
Fax 705-567-5621
OTHER LANGUAGES: French
HOURS: 8:15-4:30

Red Lake Mining Recorder's Office
Ontario Government Bldg.
227 Howey St.
P. O. Box 324
Red Lake P0V 2M0
807-727-3284
Fax 807-727-3553
HOURS: 8:15-4:30

Sault Ste. Marie Mining Recorder's Office
60 Church St.
Sault Ste. Marie P6A 3H3
705-945-6925
Fax 705-945-6935
HOURS: 8:15-4:30

Patricia Mining Recorder's Office
Queen and Fourth
P. O. Box 3000
Sioux Lookout P8T 1C6
807-737-2034
Fax 807-737-1727
HOURS: 8:15-4:30

Senior Manager
Willet Green Miller Centre
933 Ramsey Lake Rd., Level B-6
Sudbury P3E 6B5
705-670-5840
Fax 705-670-5863
OTHER LANGUAGES: French
HOURS: 8:15-4:30

Sudbury Mining Recorder's Office
Willet Green Miller Centre
933 Ramsey Lake Rd., 3rd Flr.
Sudbury P3E 6B5
705-670-5742
Fax 705-670-5681
OTHER LANGUAGES: French
HOURS: 8:15-4:30

Thunder Bay Mining Recorder's Office
436 James St. S., Ste. B003
Thunder Bay P7E 6E3
807-475-1311
Fax 807-475-1124
OTHER LANGUAGES: French
HOURS: 8:15-4:30

Porcupine Mining Recorder's Office
60 Wilson Ave., 1st Flr.
Timmins P4N 2S7
705-360-8330
Fax 705-360-2001
OTHER LANGUAGES: French
HOURS: 8:15-4:30

Southern Ontario Mining Recorder's Office
Macdonald Block
900 Bay St., Rm M2-17
Toronto M7A 1C3
416-314-3782
Fax 416-314-3789
OTHER LANGUAGES: French
HOURS: 8:15-4:30

ONTARIO GEOLOGICAL SURVEY, PRECAMBRIAN MAPPING UNIT
Willet Green Miller Centre
933 Ramsey Lake Rd., Level B-7
Sudbury P3E 6B5
705-670-5758
Fax 705-670-5928
OTHER LANGUAGES: French
HOURS: 8:00-4:30

The Precambrian Mapping Unit of the Ontario Geological Survey is responsible for the mapping of the geological and geophysical bedrock of the Precambrian Shield including data collection, analysis, and synthesis of data and communication of results through manuscript maps, reports and other final products; stimulating mineral exploration by providing quality geoscience information; achieving a 20-year cycle of mapping of the mineral potential belts of Ontario's Precambrian Shield; developing a strategy to stimulate exploration north of the 51st parallel; establishing mechanisms for measuring success of these operations; cooperating to achieve federal-provincial geoscience accord and standards for data and project management; establishing mechanisms for on-going client input into the program.

ONTARIO GEOLOGICAL SURVEY, RESIDENT GEOLOGIST'S PROGRAM
Willet Green Miller Centre
933 Ramsey Lake Rd., Level B-7
Sudbury P3E 6B5
705-670-5778
Fax 705-670-5754
HOURS: 8:00 to 4:30

Through a network of offices strategically located across the province, the role of the Ontario Geological Survey, Resident Geologist's Program is to monitor, stimulate and facilitate economically-sustainable and environmentally-sound mineral exploration and development of Ontario's mineral resources; to provide advisory services and expert geological consultation (e.g., in-office, property visits, field trips) in order to promote and stimulate mineral exploration; to generate and transfer new geoscientific data and ideas (e.g., recommendations for exploration and field projects); to maintain and provide public access to geoscience databases and other resource materials (e.g., assessment files, MDI database, drill core, rock suites); to monitor and report on mineral exploration and development activity; to provide input into land use planning issues (e.g., review official plans and review parks and other alienated land proposals) in order to maximize the land base available for mineral exploration and development; to provide and/or participate in public education forums (e.g., conferences and symposia, prospector classes, liaison with First Nations) in order to promote the minerals industry.

ONTARIO GEOLOGICAL SURVEY, RESIDENT GEOLOGIST'S PROGRAM
MINES AND MINERALS INFORMATION CENTRE
Macdonald Block
900 Bay St., Rm. M2-17
Toronto M7A 1C3
416-314-3800 all except Mining Lands
416-314-3782 Southern Ont. Mining Lands
1-800-665-4480 (Toll-free) (Ontario)
Fax 416-314-3797 all except Mining Lands
Fax 416-314-3789 Southern Ont. Mining Lands
OTHER LANGUAGES: French
HOURS: 8:15-4:30 

The Mines and Minerals Information Centre is a one-stop outlet for Mines and Minerals Division services to government staff, the exploration and mining industry, planners, consultants, teachers, students, and the general public. Information and **publications** are provided on Ontario's geology, rocks, minerals, landscape, mineral resources, exploration and mining industries, and the Mining Act.

Information is provided through: publication sales; southern Ontario mining lands, geoscience databases; reference library and geoscience consultants.

The centre sells more than 10,000 Mines and Minerals Division publications, including geological, geophysical and geochemical **maps** and reports, annual and statistical reports, geology and scenery guidebooks, industrial mineral and mineral deposit circulars and mineral policy background papers.

Through the ERLIS computer system, customers have access to all non-confidential Mines and Minerals Division geoscience databases, including the provincial assessment files and the mineral deposits inventory.

A reference library contains all Ontario Geological Surveys and publications from 1891. A collection of Geological Survey of Canada publications, 50 journals, directories, texts and other reference materials is available. Special indexes, bibliographies and abstracts enable users to access the collection and the Mines Library-Sudbury holdings. Photocopying services are available for a fee.

Geoscientists are available for consultation on provincial geology topics.

ONTARIO GEOLOGICAL SURVEY, SEDIMENTARY GEOSCIENCE SECTION
Willet Green Miller Centre
933 Ramsey Lake Rd., Level B-7
Sudbury P3E 6B5
705-670-5904
Fax 705-670-5905
OTHER LANGUAGES: French
HOURS: 8:00-4:30

The Ontario Geological Survey, Sedimentary Geoscience Section provides mapping and geochemical investigation of Ontario's quaternary and paleozoic-age materials and sediments within areas of high mineral potential in order to assist exploration and provide a framework for mineral development. This section has four key programs:

The Surficial Geochemical Program provides impartial and geologically relevant data concerning regional geochemistry and geochemical processes in the near surface environment, for effective mineral potential evaluation and to assist mine development.

The Quaternary Mapping Program provides relevant information on the distribution, composition and stratigraphy of quaternary sediments, in order to assist in the exploration for metals, aggregate and other earth resources.

The Paleozoic Mapping Program provides information on the paleozoic **geology** of the province in order to guide the exploration for, and the development of, industrial **minerals**.

The Aggregate Mapping Program provides a current inventory and quality assessment of construction aggregate resources in Ontario.

NORTHERN DEVELOPMENT DIVISION

70 Foster Dr., Ste. 200
Sault Ste. Marie P6A 6V8
705-945-5900
Fax 705-945-5931
OTHER LANGUAGES: French
HOURS: 8:30-4:45

The Northern Development Division is comprised of the Northern Community Services Branch, Northern Economic Analysis/Transportation Branch, Policy Development Unit, the Integration of Regional Economic Development Activities Project, Trade and Investment Marketing Branch and the Northern Ontario Heritage Fund Corporation.

The division is responsible for policy and program development for Northern Ontario and for the delivery of a variety of government programs and/or services in the north relating to community economic development, transportation and community infrastructure.

NORTHERN COMMUNITY SERVICES BRANCH

Direct client services are further enhanced by an additional 28 **field offices** (Northern Development Offices) across the north. The field operations form a network of "storefront" offices, which provide information on, and access to, all government programs and services.

The Northern Community Services Branch has two area offices located in Timmins and Thunder Bay. Operationally, these offices focus on providing northern communities with regional and community economic development support and services.

Professional staff support for community development projects are available to assist a full range of community agencies and groups. In addition, the ministry through its area offices, administers the Local Services Boards Act which provides for basic services such as water supply, sewage, garbage collection, street and area lighting, fire protection and recreation so as to improve the overall quality of life. These Boards are legally appointed in unincorporated communities (communities with no municipal government under the Municipal Act) and are unique to **Northern Ontario**.

Northwest Area Office
435 James St. S., Ste. 332
Thunder Bay P7E 6E3
807-475-1425
Fax 807-475-1589
HOURS: 8:15-4:30

Timmins Area Office
60 Wilson Ave., 3rd Flr.
Timmins P4N 2S7
705-267-8455
Fax 705-360-2000
OTHER LANGUAGES: French
HOURS: 8:15-4:30

NORTHERN COMMUNITY SERVICES BRANCH
NORTHERN DEVELOPMENT OFFICES

The address and telephone information for the nearest Northern Development Office within the northwest, Sudbury and Timmins areas is listed in separate entries.

NORTHWEST AREA

Voyageur Mall
115 Main St.
P. O. Box 940
Atikokan P0T 1C0
807-597-2701
Fax 807-597-1544
HOURS: 8:15-4:30

28A Earl Ave.
Dryden P8N 1X5
807-223-8500
Fax 807-223-8502
HOURS: 8:15-4:30

Scenic River Mall
2-130 Second St. E.
Fort Frances P9A 1M5
807-274-5329
Fax 807-274-8729
HOURS: 8:15-4:30

305 Main St.
P. O. Box 69
Geraldton P0T 1M0
807-854-0266
Fax 807-854-0466
OTHER LANGUAGES: French
HOURS: 8:15-4:30

100 Main St.
P. O. Box 196
Ignace P0T 1T0
807-934-2260
Fax 807-934-6569
OTHER LANGUAGES: French
HOURS: 8:15-4:30

12 Main St. S.
P. O. Box 5050
Kenora P9N 3X9
807-468-2803
Fax 807-468-2941
HOURS: 8:15-4:30

1 Mississauga Dr.
Manitouwadge P0T 2C0
807-826-3227
Fax 807-826-4592
OTHER LANGUAGES: French
HOURS: 8:15-4:30

2 Stevens Ave.
P. O. Box 280
Marathon P0T 2E0
807-229-1153
Fax 807-229-1592
HOURS: 8:15-4:30

16 Front St.
P. O. Box 8
Nipigon P0T 2J0
807-887-3230
Fax 807-887-3108
HOURS: 10:00-3:00

408 Atwood Ave.
P. O. Box 430
Rainy River P0W 1L0
807-852-3287
Fax 807-852-3938
HOURS: 8:15-4:30

227 Howey St.
P. O. Box 950
Red Lake P0V 2M0
807-727-2870
Fax 807-727-2946
HOURS: 8:15-4:30

62 Queen St.
P. O. Box 147
Sioux Lookout P8T 1A2
807-737-3419
Fax 807-737-3419
HOURS: 8:15-4:30

435 James St., S., Ste 332
Thunder Bay P7E 6S7
807-475-1425
Fax 807-473-3051
HOURS: 8:15-4:30

27 Gold St.
P. O. Box 1370
Wawa P0S 1K0
705-856-2354
Fax 705-856-4451
OTHER LANGUAGES: French
HOURS: 8:15-4:30

TIMMINS AREA

Blind River Shopping Centre
105 Causley St.
P. O. Box 760
Blind River P0R 1B0
705-356-2226
Fax 705-356-2600
OTHER LANGUAGES: French
HOURS: 8:15-4:30

31 Birch St. E.
P. O. Box 488
Chapleau P0M 1K0
705-864-1515
Fax 705-864-2097
OTHER LANGUAGES: French
HOURS: 8:15-4:30

161 Sixth Ave.
P. O. Box 668
Cochrane P0L 1C0
705-272-4274
Fax 705-272-3489
OTHER LANGUAGES: French
HOURS: 8:15-4:30

126 Ontario Ave.
Elliot Lake P5A 1Y2
705-848-7133
Fax 705-848-2408
OTHER LANGUAGES: French
HOURS: 8:15-4:30

800 Centre St., Unit 101
Espanola P5E 1J3
705-869-1532
Fax 705-869-5602
OTHER LANGUAGES: French
HOURS: 8:15-4:30

904 George St.
P. O. Box 1688
Hearst P0L 1N0
705-362-4358
Fax 705-362-7011
OTHER LANGUAGES: French
HOURS: 8:15-4:30

260 Main St.
P. O. Box 460
Iroquois Falls P0K 1G0
705-232-4001
Fax 705-232-6553
OTHER LANGUAGES: French
HOURS: 8:15-4:30

Ontario Government Bldg.
R.R.#2, West Rd.
Kapuskasing P5N 2X8
705-335-6008
Fax 705-335-8765
OTHER LANGUAGES: French
HOURS: 8:15-4:30

10 Government Rd. E.
P. O. Box 100
Kirkland Lake P2N 3M6
705-567-3291
Fax 705-567-5066
OTHER LANGUAGES: French
HOURS: 8:15-4:30

King & Yonge Sts.
P. O. Box 128
Mindemoya P0P 1S0
705-377-5396
Fax 705-377-5280
OTHER LANGUAGES: French
HOURS: 8:15-4:30

5 First St.
P. O. Box 307
Moosonee P0L 1Y0
705-336-2991
Fax 705-336-2853
OTHER LANGUAGES: Cree
HOURS: 8:15-4:30

310 Whitewood Ave.
P. O. Box 68
New Liskeard P0J 1P0
705-647-7391
Fax 705-647-8462
OTHER LANGUAGES: French
HOURS: 8:15-4:30

147 McIntyre St. W.
North Bay P1B 2Y5
705-494-4045
Fax 705-494-4069
OTHER LANGUAGES: French
HOURS: 8:15-4:30

70 Church St.
Parry Sound P2A 1Y9
705-746-4296
Fax 705-746-2033
HOURS: 8:15-4:30

94-A King St.
P. O. Box 1930
Sturgeon Falls P0H 2G0
705-753-2900
Fax 705-753-2717
OTHER LANGUAGES: French
HOURS: 8:15-4:30

NORTHERN ECONOMIC ANALYSIS/TRANSPORTATION BRANCH
159 Cedar St., 6th Flr.
Sudbury P3E 6A5
705-670-7051
Fax 705-670-7031
OTHER LANGUAGES: French
HOURS: 8:15-5:00

The Northern Economic Analysis/Transportation Branch is comprised of Policy Advisors and Economists in Sudbury, Timmins, Thunder Bay, Sault Ste. Marie and Kenora. The branch attends to its broad mandate of coordinating northern policy development initiatives and providing assistance to northern communities and other ministries in planning and supporting associated strategies and programs.

The unit is responsible for monitoring the northern economy, analysing policies and programs as they apply to the ongoing economic development of the north and managing transportation capital and service programs in support of economic and social development in northern Ontario.

The Transportation Program is undertaken in cooperation with the Ministry of Transportation of Ontario and the Ontario Northland Transportation Commission (ONTC). The Transportation Program includes a variety of programs directed towards the provision of capital infrastructure and passenger services.

Northwest Area Support Office
12 Main St. S.
Kenora P9N 3X9
807-468-2800
Fax 807-468-2941
HOURS: 8:15-4:45

Thunder Bay Area Office
435 James St. S., Ste. 332
Thunder Bay P7E 6S7
807-475-1425
Fax 807--473-3051
HOURS: 8:15-4:30

Sault Ste. Marie Support Office
Roberta Bondar Place
70 Foster Dr., Ste. 200
Sault Ste. Marie P6A 6V8
705-945-5835
Fax 705-945-5931
HOURS: 8:15-4:45

Timmins Area Office
60 Wilson Ave.
Timmins P4N 2S7
705-267-8455
Fax 705-360-2000
OTHER LANGUAGES: French
HOURS: 8:15-4:30

POLICY DEVELOPMENT UNIT
159 Cedar St., 6th Flr.
Sudbury P3E 6A5
705-670-7141
OTHER LANGUAGES: French
HOURS: 8:15-4:30

The Policy Development Unit is responsible for program planning, development, monitoring and evaluation for the Northern Development Division. Staff provides analytical and advisory services to senior management in this ministry and in other ministries. The unit serves as the primary Ministry of Northern Development and Mines

contact for all ministries (excluding Ministry of Transportation and Ministry of Economic Development, Trade and Tourism) in the development and evaluation of programs/services and special initiatives.

THE INTEGRATION OF REGIONAL ECONOMIC DEVELOPMENT ACTIVITIES PROJECT
159 Cedar St., 6th Flr.
Sudbury P3E 6A5
705-670-7138
Fax 705-670-7155
OTHER LANGUAGES: French
HOURS: 8:15-4:30

This Unit is responsible for policy analysis, program planning and development associated with the Regional Economic Development Activities Project.

TRADE AND INVESTMENT MARKETING BRANCH
70 Foster Dr., Ste. 200
Sault Ste. Marie P6A 6V8
705-945-5900
1-800-461-2287 (Toll-free)
Fax 705-945-5931
OTHER LANGUAGES: French
HOURS: 8:30-4:45

On a planned basis and in response to regional needs, the Northern Development Branch supports the growth and competitiveness of the **northern Ontario** private sector by assisting the development of entrepreneurship and the growth of small **business**, encouraging industrial investment and strengthening industry's international competitiveness, thereby enhancing employment opportunities and increasing revenue in the province.

Senior Business Consultant
147 McIntyre St. W., 1st Flr.
North Bay P1B 2Y5
705-494-4167
1-800-461-1687 (Toll-free)
Fax 705-494-4069
OTHER LANGUAGES: French
HOURS: 8:30-4:45

Senior Business Consultant
159 Cedar St., 6th Flr., Ste. 600
Sudbury P3E 6A5
705-670-7038
1-800-461-1196 (Toll-free)
Fax 705-670-7063
OTHER LANGUAGES: French
HOURS: 8:30-4:45

Senior Business Consultant
Ontario Government Bldg.
Hwy. 101 East, P.O. Bag 3060
South Porcupine P0N 1H0
705-235-1650
Fax 705-235-1660
HOURS: 8:30-4:45

Senior Business Consultant
Ontario Government Bldg.
435 James St. S., Ste. 332
Thunder Bay P7E 6S7
807-475-1647
1-800-465-5060 (Toll-free)
Fax 807-475-1589
HOURS: 8:30-4:45

TRADE AND INVESTMENT MARKETING BRANCH
SELF-HELP OFFICE
70 Foster Dr., Ste. 200
Sault Ste. Marie P6A 6V8
705-945-5907
1-800-461-2287 (Toll-free)
Fax 705-945-5931
HOURS: 8:30-4:30

Business Self-Help Offices have been established in partnership with local economic development organizations in Thunder Bay, Sault Ste. Marie, Sudbury, North Bay, Haileybury and Timmins, in order to encourage and simplify business start-up.

The Canada-Ontario Business Service Centre (1-800-567-2345) answers general phone inquiries and makes referrals to the nearest Business Self-Help Office.

The Self-Help Offices provide free information and advisory services for anyone wanting to start their own business. They offer a comprehensive library of small business start-up resource material, as well as introductory consultations on preparing a business plan, managing a new business, rules and regulations governing new businesses and information on government assistance programs and other sources of help.

In addition, seminars on starting a small business, marketing and other subjects are presented on a regular basis throughout **northern Ontario**.

Timiskaming District Business Self-Help Office
95 Meridian Ave., Bag M
Haileybury P0J 1K0
1-800-361-2281 (Toll-free)
HOURS: 8:30-4:30

Nipissing/Parry Sound District Business Self-Help Office
200 McIntyre St. E.
P.O. Box 360
North Bay P1B 8H8
1-800-465-6892 (Toll-free)
HOURS: 8:30-4:30

Algoma Business Self-Help Office
99 Foster Dr., 3rd Flr.
Sault Ste. Marie P6A 5N1
1-800-565-4507 (Toll-free)
HOURS: 8:30-4:30

Sudbury/Manitoulin Business Self-Help Office
Civic Square
200 Brady St.
Sudbury P3E 5K3
1-800-668-7582 (Toll-free)
HOURS: 8:30-4:30

Thunder Bay and Area Business Self-Help Office
Royal Bank Bldg.
620 Victoria Ave. E., Ste. 203
Thunder Bay P7C 1A9
1-800-668-9360 (Toll-free)
HOURS: 8:30-4:30

Timmins and Area Business Self-Help Office
54 Spruce St. S.
Timmins P4N 2M5
1-800-461-2936 (Toll-free)
HOURS: 8:30-4:30

AGENCIES

NORTHERN ONTARIO HERITAGE FUND CORPORATION
Roberta Bondar Place
70 Foster Dr., 2nd Flr.
Sault Ste. Marie P6A 6V9
705-945-6700
1-800-461-8329 (Toll-free)
Fax 705-945-6701
OTHER LANGUAGES: French
HOURS: 8:30-4:45

The **Northern Ontario** Heritage Fund Corporation (**NOHFC**) has a mandate to improve Northern Ontario's telecommunications and transportation infrastructure, develop and market regional tourism projects, and support strategic partnerships which will stimulate a wide variety of economic opportunities across the North.

Forms of assistance available through the NOHFC will include conditional contributions, forgivable performance loans, incentive term loans and loan guarantees. Contact the corporations head office, the Sudbury office or any Ministry of Northern Development and Mines office in the appropriate area.

ONTARIO NORTHLAND TRANSPORTATION COMMISSION
555 Oak St. E.
North Bay P1B 8L3
705-472-4500
Fax 705-472-4267
OTHER LANGUAGES: French
HOURS: 8:00-4:15

The Ontario Northland **Transportation** Commission (**ONTC**), a Crown agency in the province of Ontario, is responsible to government through the Ministry of Northern Development and Mines. Its goal is to provide telecommunication services through transportation and **telecommunications**, **rail**, bus, **ferry**, marine transportation for both passengers and **freight**; and telephone, radio and television telecommunications linking northern communities to one another and to the rest of Ontario and Canada.

Land transportation services consist of rail and bus transport. Rail passenger services include the Polar Bear Express between Cochrane and Moosonee, the Northlander between North Bay and Cochrane with connector bus service to Timmins and Hearst, and a mixed passenger-freight train between Cochrane and Moosonee.

Bus services are regularly scheduled between Toronto, North Bay, Sudbury, Timmins, Hearst and other locations throughout **northern Ontario**. Bus charter and tour services are also an active part of this operation.

Rail freight services are provided between North Bay and other points in northern Ontario ranging from Hearst, Moosonnee, Cochrane, North Bay and points between.

The M.S. Chi-Cheemaun, a passenger, car and truck ferry, is operated by The Owen Sound Transportation Company Limited, a wholly-owned subsidiary of Ontario Northland Transportation Commission, between Tobermory on the Bruce Peninsula and South Baymouth on Manitoulin Island from May through October. The Marine Services Department of the ONTC operates and manages a freight and passenger barge between Moosonee and Moose Factory on James Bay from Spring until Fall.

The ONTC provides the following telecommunications services in northeastern Ontario, including long-distance telephone service, private-line voice and data, Datapac, telenet, radio and television transmission, mobile radio, data communication equipment sales and leases, and local exchange telephone service. Through the Telecommunications Division, the ONTC is also the IBM-authorized agent for northeastern Ontario.

ONTC Telecommunications
555 Oak St. E.
North Bay P1B 8L3
705-472-4500ext331
OTHER LANGUAGES: French
HOURS: 8:00-4:15

ONTC
555 Oak St. E.
North Bay P1B 8L3
705-472-4500 rail, bus, marine services
OTHER LANGUAGES: French
HOURS: 8:00-4:15

Owen South Transportation Company
343 Eighth St. E.
Owen Sound N4K 1L3
1-800-265-3163 (Toll-free)
HOURS: 8:00-4:15

Toronto Passenger Sales Office
Union Station
65 Front St. W.
Toronto M5J 1E6
416-314-3750
Fax 416-314-3729
OTHER LANGUAGES: French
HOURS: 8:30-4:30

Toronto Freight Marketing Office
Union Station
65 Front St. W.
Toronto M5J 1E6
416-314-3733
OTHER LANGUAGES: French
HOURS: 8:30-4:30

ACTS

The Ministry of Northern Development and Mines is responsible for the Acts listed below.

Local Services Boards Act
Mining Act
Ministry of Northern Development and Mines Act
Northern Ontario Heritage Fund Act
Ontario Mineral Exploration Program Act
Ontario Northland Transportation Commission Act
Township of Marathon Land Act

MINISTER RESPONSIBLE FOR PRIVATIZATION

North Tower
175 Bloor St. E., 4th Flr.
Toronto M4W 3R8
416-325-0408
Fax 416-325-6067

As part of the goal of providing better government at less cost, the Minister without Portfolio with Responsibility for Privatization has the responsibility for reviewing non-core government businesses and recommending new ways to supply their services to the public in a manner that will provide more choice, better service and better results to Ontario consumers and taxpayers.

The Cabinet Committee on Privatization (CCOP) oversees the privatization process, establishes criteria for selecting projects and sets guidelines for protecting the public interest, makes recommendations to Cabinet on the approval of privatization candidates and priorities, makes recommendations to Cabinet on regulatory and legislative changes related to privatization, and develops and oversees the implementation process.

MINISTRY OF THE SOLICITOR GENERAL AND CORRECTIONAL SERVICES

North Tower
175 Bloor St. E., Ste. 400
Toronto M4W 3R8
416-326-5000

The Ministry of the Solicitor General and the Ministry of Correctional Services were integrated to form the new Ministry of the Solicitor General and Correctional Services on February 3, 1993.

The ministry has responsibility for police services, public safety and security, the operation of correctional facilities and the provision of probation and parole services in Ontario for adult male and female offenders, and phase II young offenders.

The ministry fulfils these functions through the work of the Ontario Provincial Police, the Ontario Civilian Commission on Police Services, the Ontario Police Arbitration Commission, the Centre of Forensic Sciences, the Chief Coroner's Office, the Forensic Pathology Unit, the Office of the Fire Marshal, Emergency Measures Ontario, the Ontario Board of Parole and the Correctional Services Division.

DEPUTY MINISTER'S OFFICE

COMMUNICATIONS BRANCH
25 Grosvenor
Toronto M7A 1Y6
416-326-5010
Fax 416-326-0498
OTHER LANGUAGES: French
HOURS: 8:30-5:00

The Communications Branch functions as an adviser to senior management in all areas of corporate communications policy and planning. In addition to specialized issues and correspondence coordination functions, the branch provides communications services for all divisions of the ministry. The branch supports ministry programs and policies by providing information to the public and the media in English and French through ministry statements, media releases, speeches, public service announcements and audio-visual education materials. The branch distributes pamphlets and public information on such topics as neighbourhood watch, victim and witness assistance, crime and fire prevention.

Interviews and media conferences are arranged through the branch for the Solicitor General and Minister of Correctional Services, and senior ministry officials. Media relations services are provided for all ministry divisions as well as distribution of ministry announcement information.

For general information on ministry programs, telephone 416-326-5000.

INDEPENDENT INVESTIGATIONS UNIT
880 Bay St., 3rd Flr
Toronto M5G 1Z8
416-326-5070
1-800-463-9760 (Toll-free)
Fax 416-326-5029
HOURS: 9:00-5:00

The Independent Investigations Unit (IIU) is responsible for investigating complaints of workplace discrimination and harassment within the Ministry of the Solicitor General and Correctional Services in accordance with the Ontario Public Service (OPS) Workplace Discrimination and Harassment Prevention Directive, as well as complaints of sexual impropriety under the Correctional Services Act (i.e., sexual impropriety by employees towards clients who are, and former clients who were, residents of ministry correctional or detention centres, or recipients of ministry probation or parole services. "Employees" will include ministry staff and staff of agencies or companies with which the ministry is contracting for services).

LEGAL SERVICES BRANCH
25 Grosvenor St., 18th Flr
Toronto M7A 1Y6
416-314-3509
Fax 416-314-3518
OTHER LANGUAGES: French
HOURS: 9:00-5:00

The Legal Services Branch counsels the ministry on the interpretation of statutes and regulations, and the preparation and review of proposed legislation, regulations, contracts and other legal documents. It supplies general legal services such as preparing litigation, settling claims, providing legal opinions, appearing at court hearings, administrative tribunals and inquests. It also acts as legal counsel for the Ontario Board of Parole and the Animal Care Review Board. The branch is staffed by employees of the Attorney General's Office. A Legal Services office is also located at 777 Memorial Avenue, Lincoln M. Alexander Bldg., Orillia L3V 7V3 (705-329-6181).

BUSINESS PLANNING DIVISION

25 Grosvenor St., 10th Flr.
Toronto M7A 1Y6
416-325-3130
Fax 416-325-3465
HOURS: 8:30-5:30

The Business Planning division provides Human Resources Financial Planning and Business Planning services to the rest of the organization. Human Resources services are provided out of Orillia and North Bay. Programs and services include labour relations and workforce planning; overall financial tracking and allocation; and development of the ministry business plan.

COMMUNITY INITIATIVES UNIT
2 Carlton St., 18th Flr., Ste. 1817
Toronto M5B 1J3
416-325-3265
Fax 416-325-3196
OTHER LANGUAGES: French
HOURS: 8:30-5:00

The Community Initiatives Unit is responsible for the ministry's program activities in the areas of Sexual Assault, Victim Assistance Services and **Wife Assault**. In particular, the unit is responsible for the funding and development of rape crisis/sexual assault centres; the development and provision of Victim Assistance Services, including Victim Crisis Assistance and Referral Services (VCARS); education and training of primarily police services in relation to the three program areas of responsibility; and the collection of data in relation to wife assault.

EASTERN REGIONAL OFFICE

27 Place D'Armes St.
Kingston K7K 6Z6
613-548-3370
Fax 613-547-0021
HOURS: 8:30-4:30

NORTHERN REGIONAL OFFICE

531 Second Line E.
Sault Ste. Marie P6B 4K2
705-945-6862
Fax 705-945-6866
HOURS: 8:30-4:30

WESTERN REGIONAL OFFICE

446 Grey St., Ste. 105
Brantford N3S 7L6
519-752-3140
Fax 519-752-4642
HOURS: 8:30-4:30

CORPORATE POLICY BRANCH
25 Grosvenor St., 10th Flr.
Toronto M7A 1Y6
416-325-3448
Fax 416-325-3465
HOURS: 8:30 - 5:30

The Corporate Policy Branch coordinates policy development, including development of policy options and analysis; and provides advice, development of cabinet submissions and briefing material, and analysis of implications for the ministry of other ministry submissions. It also represents the ministry on intergovernmental committees,

interministerial committees/task forces. The branch provides staff support to the ministry operations by participating in and providing analysis on Cabinet committees and federal-provincial issues. The branch provides leadership in implementing corporate initiatives.

HUMAN RESOURCES BRANCH
Lincoln M. Alexander Bldg.
777 Memorial Ave.
Orillia L3V 7V3
705-329-6600
Fax 705-329-6611

The Human Resources Branch administers the total personnel function of the ministry, including personnel services for the Ontario Provincial Police. Services are provided by personnel administrators in the ministry's head office and the regional locations. The branch is responsible for the establishment of ministry personnel policies and procedures, executive development, training and staff development, payroll, administration of appropriate classification and compensation level for ministry employees, coordination of competititons, staff planning.

The branch is also responsible for benefits counselling, employee relations committees, interpretation of agreements, discipline process, grievances, OPP Peer Support Program, psychological services, occupational health and safety, chaplaincy services, documentations and rehabilitation programs, attendance records and management and Employee Assistance Programs. French Language Services for the ministry is coordinated from this branch. It also serves as liason between the ministry and the Management Board Secretariat, the Ontario Public Service Employees Union (OPSEU) and the Ontario Provincial Police Association.

RESEARCH SERVICES UNIT
200 First Ave. W., 4th Flr.
P. O. Box 4100
North Bay P1B 9M3
705-494-3400
Fax 705-494-3420
HOURS: 8:30-4:30 

The Research Services Unit is responsible for maintaining operational statistics with respect to corrections and policing, and executing and/or supervising all research conducted in ministry facilities; providing consultation, reconciliation and aggregation of a wide range of operation data, for responding to requests for statistics from both within and outside the ministry; and for preparing custom reports and presentations.

STRATEGIC PLANNING UNIT
25 Grosvenor St., 10th Flr.
Toronto M7A 1Y6
416-325-3445
Fax 416-325-3465
HOURS: 8:30-4:30

The Strategic Planning Unit coordinates the ministry's corporate planning process. As well, it provides support to all areas of the ministry involved in "change" projects.

CORRECTIONAL SERVICES DIVISION

The Correctional Services Division is headed by an Assistant Deputy Minister with field operations administered by seven distinct regional offices located throughout the province. The Correctional Services Division provides management, professional and consultative services to both institutional and **community** correctional programs for adult and young **offenders** (16 and 17 year-olds). As part of its commitment to community corrections, it contracts with private community agencies to provide resource beds for selected adult offenders and open custody and detention for **young offenders**.

Ministry operations include administration of Ontario's 45 adult institutions, comprising 9 correctional centres, 4 of which include treatment units: Millbrook Correctional Centre (CC), Guelph Assessment and Treatment Unit (GATU), Vanier Centre for Women and Rideau (CC); and 2 of which include **detention centres**: Mimico Detention Centre (DC) and Maplehurst (DC); 2 exclusive treatment centres (Ontario Correctional Institute and the Northern Treatment Centre); 9 detention centres, one of which includes a treatment unit: Francophone Treatment Unit at the Ottawa-Carleton (DC); 25 jails, one of which combines with a correctional centre to form part of the Monteith Complex; 17 secure custody/detention young offender facilities comprising: 4 stand-alone youth centres, e.g. Brookside Youth Centre (YC), and Bluewater (YC); 13 young offender units within adult institutions; and 53 open custody residences; 134 **probation** offices comprising 40 area offices (i.e., where an area manager is based); and 94 satellite offices (i.e., under the supervision of one of the 40 area managers).

Jails and detention centres provide short-term, secure custody for persons awaiting trial or sentencing, being held for immigration hearings or deportation, serving relatively short or intermittent sentences and awaiting transfer to other Ontario **correctional institutions** and federal institutions. Programs are directed to the relatively short-term needs of offenders and focus primarily on basic educational upgrading and life skills. Correctional centres provide a variety of programs for longer-term offenders in minimum, medium, or maximum security settings. Probation and **parole** officers work closely with all courts of criminal jurisdiction in Ontario and with the Ontario Board of Parole (OBP). Probation and parole staff supply pre-sentence, pre-disposition and progress reports to judges, pre-parole reports to the OBP; and supervision and assistance to probationers, offenders on parole, young offenders and former offenders who need assistance after release from correctional institutions. Staff offers counselling and guidance in life skills, alcohol and substance abuse, job search techniques, stress management and interpersonal skills.

BRONTE-CREDIT VALLEY

DISTRICT OFFICE

300 The East Mall, Ste 20
Etobicoke M9B 6B7
416-314-0520

INSTITUTIONS

Barrie Jail
87 Mulcaster St.
P. O. Box 224
Barrie L4M 4T2
705-739-6613
Fax 705-739-6617
HOURS: 8:30-4:30

Vanier Centre for Women
205 McLaughlin Rd. S.
P. O. Box 1150
Brampton L6V 2M5
905-459-9100
Fax 905-452-8522
HOURS: 9:00-5:00

Ontario Correctional Institute
109 McLaughlin Rd. S.
P. O. Box 1888
Brampton L6V 2P1
905-457-7050
Fax 905-452-8606
HOURS: 8:30-4:30

Maplehurst Correctional Centre
661 Martin St. (Junc. of 401 & 25)
P. O. Box 10
Milton L9T 2Y3
905-878-8141
905-878-5006 I.L.O
Fax 905-878-1572
HOURS: 8:30-4:30

PROBATION & PAROLE OFFICES

27 Victoria St. E., Ste. 208
P. O. Box 729
Alliston L9R 1V9
705-435-4352
Fax 705-435-2276
HOURS: 8:30-4:45

114 Worsley St.
Barrie L4M 1M1
705-739-6480
Fax 705-739-6483
HOURS: 8:30-4:45

19 - 7 Monck Rd.
P. O. Box 1872
Bracebridge P1L 1S5
705-645-8768
Fax 705-645-7608
(sub-office of Orillia)
HOURS: 8:30-4:30

Brampton Centre
400 Queen St. W., Gr. Flr., Ste. 100
Brampton L6X 1B3
905-874-4052
Fax 905-874-4057
HOURS: 8:30-4:45

Brampton East
155 Clark Blvd. W., Unit 15
Brampton L6T 4G6
905-874-4058
Fax 905-874-4063
HOURS: 8:30-4:45

Ontario Court of Justice
Brampton Court
141 Clarence St.
Brampton L6W 4E6
905-457-6887
Fax 905-457-8896
HOURS: 9:00-5:30

920 Brant St., Unit 7
Burlington L7R 4J1
905-637-3457
Fax 905-637-0409
HOURS: 8:30-4:45

150 St. Paul St.
Collingwood L9Y 3P2
705-445-3110
Fax 705-445-9336
OTHER LANGUAGES: French
HOURS: 8:30-4:45

Black Creek
Finch Ave. West, Ste 2065
Downsview M3N 2V7
416-314-9531
Fax 416-314-9599

833 The Queensway, Ste. 100
Etobicoke M8Z 5Z1
416-314-0208
Fax 416-314-0214
HOURS: 8:30-4:45

Queensway
833 The Queensway, Ste 100
Etobicoke M8Z 5Z1
416-314-0208
Fax 416-314-0214

232 Guelph St., Ste. 103
Georgetown L7G 4B1
905-877-2268
Fax 905-877-5793
HOURS: 8:30-4:45

36 Chaffey St.
P. O. Box 1612
Huntsville P0A 1K0
705-789-4467
Fax 705-789-0722
(sub-office of Orillia)
HOURS: 8:30-4:45

305 Midland Ave., Ground Flr.
Midland L4R 3K5
705-526-3715
Fax 705-526-3086
(sub-office of Orillia)
OTHER LANGUAGES: French
HOURS: 8:30-4:45

Milton Mall
55 Ontario St., 2nd Flr., Ste. 31
Milton L9T 2M3
905-878-7259
Fax 905-875-1066
OTHER LANGUAGES: French
HOURS: 8:30-4:45

3050 Confederation Pkwy., Ste. 301
Mississauga L5B 3Z6
905-279-7600
Fax 905-279-7650
OTHER LANGUAGES: French
HOURS: 8:30-4:45

390 Davis Dr., Ste. 203
Newmarket L3Y 7T8
905-898-6511
Fax 905-898-5542
HOURS: 8:30-4:45

50 Eagle St. W., Ste. 2087
Newmarket L3Y 6B1
905-895-5290
Fax 905-853-2510
HOURS: 9:00-5:15

125 Lakeshore Rd. E., Ste. 200
Oakville L6J 1H3
905-845-8571
Fax 905-845-9516
OTHER LANGUAGES: French
HOURS: 8:30-4:45

70 First St., Ste. 202
Orangeville L9W 2E5
519-941-4622
Fax 519-941-5634
HOURS: 8:30-4:45

200 Memorial Ave., Unit 117
Orillia L3V 4R3
705-329-6010
Fax 705-329-6015
OTHER LANGUAGES: French
HOURS: 8:30-4:45

72 Church St.
Parry Sound P2A 1Y9
705-746-5809
Fax 705-746-8786
HOURS: 8:15-4:30

1123 Albion Rd., Ste. 206
Rexdale M9V 1A9
416-314-9294
Fax 416-314-9299
HOURS: 8:30-4:45

Thornhill
8185 Yonge St., Ste 212
Thornhill L3T 2C6
905-731-3061
Fax 905-764-1255

GUELPH - GRAND RIVER

DISTRICT OFFICE

80 Dundas Street
1st Flr "p"
London N6A 6B1
519-675-7757

INSTITUTIONS

Burtch Correctional Centre
R. R. 1
Mt. Pleasant
P. O. Box 940
Brantford N3T 5T3
519-484-2461
Fax 519-484-2587
HOURS: 8:00-4:00

Brantford Jail
105 Market St.
Brantford N3T 6A9
519-752-6578
Fax 519-752-7461
HOURS: 8:00-4:30

Waterloo Detention Centre
182 Hespeler Rd. - NOT IN SERVICE
P. O. Box 307
Cambridge N1R 5V2
519-740-5979
Fax 519-740-5983

Guelph Correctional Centre
758 York Rd.
P. O. Box 3600
Guelph N1H 6P3
519-822-0020
Fax 519-763-6586
HOURS: 8:00-4:30

Wellington Detention Centre
588 Stone Rd. E.
P. O. Box 870
Guelph N1H 6M6
519-837-2400
Fax 519-837-3548
HOURS: 8:15-4:30

Hamilton-Wentworth Detention Centre
165 Barton St. E.
Hamilton L8L 2W6
905-523-8800
Fax 905-523-8596
OTHER LANGUAGES: French
HOURS: 8:30-4:30

Owen Sound Jail
1237 Third Ave. E.
P. O. Box 517
Owen Sound N4K 5R1
519-376-0435
Fax 519-376-7927
HOURS: 8:30-4:45

Niagara Detention Centre
Hwy. 58
P. O. Box 1040
Thorold L2V 4A6
905-227-6321
Fax 905-227-0032
HOURS: 8:30-4:30

PROBATION AND PAROLE OFFICES

38 Darling Court, Ste. 306
Brantford N3T 6A8
519-752-6505
Fax 519-752-8913
HOURS: 8:30-4:45

Burtch Correctional Centre
258 Birch Rd.
P. O. Box 940
Brantford N3T 5S6
519-484-2461
Fax 519-484-2575
HOURS: 8:00-4:00

73 Water St. N., Unit 21
Cambridge N1R 7L6
519-740-5966
Fax 519-740-5971
HOURS: 8:30-4:45

45 Munsee St.
Cayuga N0A 1E0
905-772-3565
Fax 905-772-5060
HOURS: 8:30-4:30

36 Wyndham St. S.
Guelph N1H 7J5
519-837-6306
Fax 519-837-6311
HOURS: 8:30-4:30

Guelph Correctional Centre
785 York Rd.
Guelph N1H 6P3
519-822-0020
Fax 519-822-3960
HOURS: 8:00-4:30

Hamilton East
1945 King St. E., Ste. 101
Hamilton L8K 1W2
905-549-9977
Fax 905-545-0255
HOURS: 8:30-4:45

Mountain Office
1030 Upper James St.
Hamilton L9C 6X6
905-387-5453
Fax 905-387-5455
HOURS: 8:30-4:45

Hamilton Centre
Ontario Government Bldg.
119 King St. W., Ste. 104
P. O. Box 2112
Hamilton L8N 3Z9
905-521-7527
Fax 905-521-7507
OTHER LANGUAGES: French
HOURS: 8:30-4:45

617A King St. W., Unit 5
Kitchener N2G 4N5
519-578-3070
Fax 519-571-6110
(sub-office of Cambridge)
HOURS: 8:30-4:45

1780 King St. E., Unit 5
Kitchener N2G 2P1
519-571-6105
Fax 519-571-6110
HOURS: 8:30-4:45

4701 St. Clair Ave.
P. O. Box 55
Niagara Falls L2E 6S8
905-356-1507
Fax 905-356-0260
HOURS: 8:30-4:45

1131 Second Ave. E., Ste. 105
Owen Sound N4K 5P1
519-376-2236
Fax 519-376-7937
HOURS: 8:30-4:45

548 Queensway W.
P. O. Box 736
Simcoe N3Y 4T2
519-426-4250
Fax 519-426-8968
HOURS: 8:30-4:45

Simcoe
548 Queensway W., P.O. Box 736
Simcoe N3Y 4T2
519-426-4250

55 King St., 5th Flr., Ste. 504
St. Catharines L2R 3H5
905-687-8941
Fax 905-688-2641
OTHER LANGUAGES: French
HOURS: 8:30-4:45

12 Colborne St. S.
P. O. Box 404
Walkerton N0G 2V0
519-881-0760
Fax 519-881-1531
HOURS: 8:30-4:45

HURON - THAMES VALLEY

DISTRICT OFFICE

80 Dundas St., 1st Flr "p"
London N6A 6B1
519-675-7757

INSTITUTIONS

Chatham Jail
17 Seventh St. - DISCONNECTED
Chatham N7M 4J9
519-352-0150
Fax 519-351-3578

Bluewater Youth Centre
Hwy. 21 S.
P. O. Box 71
Goderich N7A 3Y8
519-524-2107
Fax 519-524-6933
HOURS: 8:00-4:30

Elgin-Middlesex Detention Centre
711 Exeter Rd.
London N6E 1L3
519-688-1922
Fax 519-686-5265
HOURS: 8:30-4:15

Sarnia Jail
700 Christina St. N.
Sarnia N7V 3C2
519-337-3261
Fax 519-336-6505
HOURS: 8:00-4:30

9 Bugar St., 2nd Flr.
Welland L3B 2S6
905-735-1660
Fax 905-735-5665
OTHER LANGUAGES: French
HOURS: 8:30-4:45

Sprucedale Youth Centre
660 Ireland Rd.
P. O. Box 606
Simcoe N3Y 4L8
519-426-3561
Fax 519-428-1407
HOURS: 8:15-4:30

Stratford Jail
30 St. Andrew St.
Stratford N5A 1A3
519-271-2180
Fax 519-273-1938
HOURS: 8:00-4:00

Walkerton Jail
209 Cayley St.
P. O. Box 429
Walkerton N0G 2V0
519-881-3448
Fax 519-881-2182
HOURS: 8:15-4:30

Windsor Jail
378 Brock St.
P. O. Box 38
Windsor N9C 3Y6
519-973-1324
Fax 519-973-1376
OTHER LANGUAGES: French
HOURS: 8:15-4:30

PROBATION AND PAROLE OFFICES

26 Fifth St. S., 2nd Flr., Ste. 209
Chatham N7M 4V5
519-352-1243
Fax 519-352-2839
OTHER LANGUAGES: French
HOURS: 8:30-4:45

1 Court House Sq.
Goderich N7A 1M2
519-524-2193
Fax 519-524-8960
HOURS: 8:00-5:00

Bluewater Youth Centre
Hwy. 21 S.
P. O. Box 71
Goderich N7A 3Y8
519-524-2107
Fax 519-524-8418
HOURS: 8:00-4:30

Leamington
75 Erie St. S., Ste 104
Leamington N8H 3B2
519-326-9005
Fax 519-326-6357

231 Dundas St., Ste. 103
London N6A 1H1
519-661-6631
Fax 519-661-6636
HOURS: 8:30-4:45

80 Dundas St., 1st Flr.
P. O. Box 5600, Terminal "A"
London N6A 2P3
519-679-7120
Fax 519-679-9352
OTHER LANGUAGES: French
HOURS: 8:30-4:45

700 Christina St. N.
Sarnia N7V 3C2
519-337-2365
Fax 519-332-4616
HOURS: 8:30-4:45

198 Talbot St.
St. Thomas N4S 6P3
519-631-3430
Fax 519-631-0971
HOURS: 8:30-4:45

100, St. Patrick St.
P. O. Box 393
Stratford N5A 6T3
519-271-5220
Fax 519-271-6579
HOURS: 8:00-4:45

2 Wellington St.
Wallaceburg N8A 2X8
519-627-3397
Fax 519-627-2692
HOURS: 8:30-4:30

880 Ouellette Ave., 5th Flr.
Windsor N9A 1C7
519-254-3291
Fax 519-973-1425
OTHER LANGUAGES: French
HOURS: 8:30-4:45

40 Wellington St. N.
Woodstock N4S 6P3
519-539-8175
Fax 519-539-2928
HOURS: 8:30-4:45

OSHAWA-KAWARTHA

DISTRICT OFFICE

1056 Princess St., Ste 404
Kingston K7L 1H3
613-545-4580

INSTITUTIONS

Brookside Youth Centre
390 King St. E.
P. O. Box 159
Cobourg K9A 4K6
905-372-5451
Fax 905-372-7788
HOURS: 8:15-4:30

Cobourg Jail
77 Albert St.
Cobourg K9A 2P9
905-372-2125
Fax 905-372-7795
HOURS: 8:30-4:30

Lindsay Jail
50 Victoria Ave. N.
Lindsay K9V 4G3
705-324-3792
Fax 705-328-1656
HOURS: 8:15-4:30

Millbrook Correctional Centre
King St. W.
P. O. Box 300
Millbrook L0A 1G0
705-932-2624
Fax 705-932-2962
Fax 705-932-2081
HOURS: 8:00-4:30

Pembroke Jail
297 Pembroke St. E.
Pembroke K8A 3K2
613-735-0647
Fax 613-735-2741
HOURS: 8:30-4:30

Peterborough Jail
Rear of Courthouse
Sheridan St. near Brock St.
P. O. Box 1480
Peterborough K9J 7H7
705-745-1982
Fax 705-745-1993
HOURS: 8:15-4:30

Whitby Jail
200 Victoria St. West
Whitby L1N 6G3
905-668-7791
Fax 905-668-8388

PROBATION AND PAROLE OFFICES

Bancroft
1 Valleyview Drive, P.O. Box 1852
Bancroft L0L 1C0
613-332-4040

Belleville
15 Victoria Ave., 3rd Flr
Belleville L8N 1Z5
613-968-5737
Fax 613-966-7951

132 Church St., 2nd Flr.
Bowmanville L1C 1T5
905-623-1741
Fax 905-623-1442
(sub-office of Oshawa)
HOURS: 8:30-4:45

25 Doxsee Ave. South, Rm 203
Campbellford K0L 1L0
705-653-2339
Fax 705-653-2339

Victoria Hall
55 King St. West
Cobourg K9A 2M2
905-372-8739
Fax 905-372-0764

Lindsay
322 Kent St. W., P.O. Box 7000
Lindsay K9V 5E5
705-324-5621
Fax 705-324-5173

King St. West, P.O. Box 300
Millbrook L0A 1G0
705-932-2624
Fax 705-932-2962

Hwy. 35, P.O. Box 380
Minden K0M 2K0
705-286-1489
Fax 705-286-3660

Oshawa Court
242 King St. E.
Oshawa L1H 3Z8
905-571-2009
Fax 905-571-6257
HOURS: 8:30-4:45

40 King St. West, Ste 610
Oshawa L1H 1A4
905-571-3774
Fax 905-436-6882

223 Alymer St. N., Ste 02
Peterborough K9J 3K3
705-745-1929
Fax 705-745-1973

1099 Kingston Road
Unit #3
Pickering L1V 1B5
905-831-2600
Fax 705-420-5720

333 Main St., P.O. Box 1410
Picton P0K 2T0
613-476-7917
Fax 613-476-8183

38 Walton St., Ste 2
Port Hope L1A 1N1
905-885-4581
Fax 905-885-7710

169 North St., Ste 4
Port Perry L9L 1B7
905-985-9794
Fax 905-985-0644

80 Division St.d, Ste 10
Trenton K8V 5S5
613-392-6549
Fax 613-392-7940

ST. LAWRENCE-OTTAWA VALLEY

DISTRICT OFFICE

1055 Princess St., Ste 404
Kingston K7L 1H3
613-545-4580

INSTITUTIONS

Brockville Jail
10 Wall St.
Brockville K6V 4R9
613-342-1456
Fax 613-342-0962

Cornwall Jail
7 Water St. W., P.O. Box 1418
Cornwall K6H 5V5
613-932-5720
Fax 613-932-9461

L'Orignal Jail
1023 Queen St.
L'Orignal K0B 1K0
613-675-4644
Fax 613-675-2359
OTHER LANGUAGES: French
HOURS: 8:30-4:30

Rideau Correctional and Treatment Centre
4707 County Rd. 2
R. R. 3
Merrickville K0G 1N0
613-269-4771
Fax 613-269-3583
HOURS: 8:00-4:00

Quinte Detention Centre
89 Richmond Blvd.
Napanee K7R 3S1
613-354-9701
Fax 613-354-9114
HOURS: 8:30-4:30

Ottawa-Carleton Detention Centre
2244 Innes Road
Ottawa K1B 4C4
613-824-6080
Fax 613-824-1297

SUDBURY-THUNDER BAY

DISTRICT OFFICE

159 Cedar St., 5th Flr.
Sudbury P3E 6A5
705-670-7382
OTHER LANGUAGES: French
HOURS: 8:00-4:30

INSTITUTIONS

Fort Frances Jail
310 Nelson St.
P. O. Box 189
Fort Frances P9A 3M6
807-274-7708
Fax 807-274-3304
HOURS: 8:00-3:45

Haileybury Jail
407 Main St.
P. O. Box 578
Haileybury P0J 1K0
705-672-3701
Fax 705-672-3187
OTHER LANGUAGES: French
HOURS: 8:30-4:30

Kenora Jail
1430 River St.
Kenora P9N 1K5
807-468-2871
Fax 807-468-2876
HOURS: 8:00-4:30

PROBATION & PAROLE OFFICES

75 Water St.
Brockville L6V 3L7
613-345-3061
Fax 613-342-5697

265-B Conc. St.
Kingston K7K 2B7
613-548-6777
Fax 613-548-6782

Monteith Complex
Junction Hwy. 11 & 577
P. O. Box 90
Monteith P0K 1P0
705-232-4092
Fax 705-232-4530
OTHER LANGUAGES: French
HOURS: 8:30-4:30

North Bay Jail
2550 Trout Lake Rd.
North Bay P1B 7S7
705-472-8115
Fax 705-472-3803
OTHER LANGUAGES: French
HOURS: 8:00-4:30

Parry Sound Jail
91-A James St.
Parry Sound P2A 1T7
705-746-6218
Fax 705-746-5255
OTHER LANGUAGES: French
HOURS: 8:15-4:30

Northern Treatment Centre
800 Great Northern Rd.
Sault Ste. Marie P6A 5K7
705-946-0995
Fax 705-946-2925
OTHER LANGUAGES: French
HOURS: 8:15-4:30

Sault Ste. Marie Jail
145 McNabb St.
P. O. Box 340
Sault Ste. Marie P6A 5L8
705-256-3020
Fax 705-256-3028
HOURS: 8:00-4:30

Cecil Facer Youth Centre
P. O. Box 850, Station "B"
Sudbury P3E 4S3
705-522-1250
Fax 705-522-7715
OTHER LANGUAGES: French
HOURS: 8:00-4:30

Sudbury Jail
181 Elm St. W.
Sudbury P3C 1T8
705-675-4150
Fax 705-675-4157
OTHER LANGUAGES: French
HOURS: 8:15-4:30

Thunder Bay Correctional Centre
Hwy. 61 S.
P. O. Box 1900
Thunder Bay P7C 4Y4
807-475-8401
Fax 807-475-9240
OTHER LANGUAGES: French
HOURS: 8:15-4:30

Thunder Bay Jail
285 McDougall St.
P. O. Box 2806
Thunder Bay P7B 5G3
807-345-7364
Fax 807-345-0390
HOURS: 8:30-4:30

PROBATION AND PAROLE OFFICES

120 Marks St.
P. O. Box 988
Atikokan P0T 1C0
807-597-6212
Fax 807-597-5225
HOURS: 8:30-4:30

Federal Bldg.
Birch & Lorne Sts.
P. O. Box 419
Chapleau P0M 1K0
705-864-1230
Fax 705-864-2271
OTHER LANGUAGES: French
HOURS: 8:30-4:45

District Court House
86 Sixth Ave.
P. O. Box 1119
Cochrane P0L 1C0
705-272-4348
Fax 705-272-3010
OTHER LANGUAGES: French
HOURS: 8:15-4:30

Ontario Government Bldg.
Government Rd., 1st Flr.
P. O. Box 787
Dryden P8N 2Z4
807-223-3356
Fax 807-223-3361
HOURS: 8:15-4:30

16 Philip Walk
Elliot Lake P6A 5K2
705-848-7091
Fax 705-848-4670
OTHER LANGUAGES: French
HOURS: 8:00-4:35

456 Centre St.
Espanola P5E 1G8
705-869-2882
Fax 705-869-4041
OTHER LANGUAGES: French
HOURS: 8:15-4:45

General Delivery
Fort Albany P0L 1H0
705-278-1080
Fax 705-278-1113
(sub-office of Cochrane)

340 Scott St., 2nd Flr.
Fort Frances P9A 1G9
807-274-7743
Fax 807-274-9442
HOURS: 8:15-4:45

305 Main St.
P. O. Box 1119
Geraldton P0T 1M0
807-854-1774
Fax 807-854-1623
OTHER LANGUAGES: French
HOURS: 9:00-4:30

District Court House
Court House
393 Main St.
P. O. Box 624
Haileybury P0J 1K0
705-672-3397
Fax 705-672-5498
OTHER LANGUAGES: French
HOURS: 8:00-4:45

904 George St.
P. O. Box 2349
Hearst P0L 1N0
705-362-7779
Fax 705-372-1685
OTHER LANGUAGES: French
HOURS: 8:30-4:30

311 Ambridge Dr.
P. O. Box 908
Iroquois Falls P0K 1G0
705-232-5111
Fax 705-232-6440
OTHER LANGUAGES: French
HOURS: 8:30-4:30

46 Queen St.
P. O. Box 295
Kapuskasing P5N 2Y4
705-335-6116
Fax 705-335-8703
OTHER LANGUAGES: French
HOURS: 8:30-4:45

136 Main St. S., 2nd Flr.
Kenora P0N 1S9
807-468-2857
Fax 807-468-2863
HOURS: 8:00-5:05

6 Tweedsmuir Ave., 3rd Flr.
Kirkland Lake P2N 1H9
705-567-9396
Fax 705-567-6733
OTHER LANGUAGES: French
HOURS: 8:15-4:30

1 Arthur St.
P. O. Box 189
Manitowaning P0P 1N0
705-859-3184
Fax 705-859-2051
HOURS: 8:15-4:30

Peninsula Square
52 Peninsula Rd.
P. O. Box 857
Marathon P0T 2E0
807-229-2407
Fax 807-229-2504
OTHER LANGUAGES: French
HOURS: 8:15-4:30

21 First St.
P. O. Box 487
Moosonee P0L 1Y0
705-336-2270
Fax 705-336-2671
HOURS: 8:30-4:30

195 First Ave. W.
North Bay P1B 3B8
705-495-3850
Fax 705-495-3887
OTHER LANGUAGES: French
HOURS: 8:00-4:45

115 Howey St.
P. O. Box 845
Red Lake P0V 2M0
807-727-2846
Fax 807-727-2928
HOURS: 7:45-4:30

747 Queen St. E.
P. O. Box 115
Sault Ste. Marie P6A 2A8
705-253-1182
Fax 705-945-6793
OTHER LANGUAGES: French
HOURS: 8:00-5:00

63 King St. S.
P. O. Box 251
Sioux Lookout P8T 1A3
807-737-3311/6
Fax 807-737-1636
(sub-office of Fort Francis)
HOURS: 8:15-4:30

94 King St., Rm. 207
P. O. Box 338
Sturgeon Falls P0H 2G0
705-753-1282
Fax 705-753-0761
OTHER LANGUAGES: French
HOURS: 8:00-5:00

199 Larch St., Ste. 402
Sudbury P3E 5P9
705-675-4311
Fax 705-675-4229
OTHER LANGUAGES: French
HOURS: 8:00-4:30

Thunder Bay South
1265 Arthur St. E., 7th Flr.
Thunder Bay P7E 6E7
807-473-3063
Fax 807-473-3071
HOURS: 8:15-4:30

Thunder Bay North
107 Johnson Ave., 2nd Flr.
Thunder Bay P7B 2V9
807-343-7521
Fax 807-343-7528
HOURS: 8:15-4:30

101 Mall
38 Pine St. N., Ste. 139
Timmins P4N 6K6
705-264-5218
Fax 705-360-2003
OTHER LANGUAGES: French
HOURS: 8:00-4:30

TORONTO- DON VALLEY

DISTRICT OFFICE

300 The East Mall, Ste 20
Etobicoke M9B 6B7
416-314-0520
HOURS: 8:30-4:45

INSTITUTIONS

Metropolitan Toronto West Detention Centre
111 Disco Rd.
P. O. Box 490
Rexdale M9W 5L6
416-675-1806
Fax 416-675-9942
HOURS: 8:30-4:30

Metropolitan Toronto East Detention Centre
55 Civic Rd.
Scarborough M1L 2K9
416-750-3513
Fax 416-752-2787 I.L.O.
Fax 416-750-3345/4748 Records
HOURS: 8:30-4:30

Mimico Correctional Centre
130 Horner Ave.
P. O. Box 75, Station "N"
Toronto M8V 3S9
416-314-9600
Fax 416-314-9606
HOURS: 8:15-4:30

Toronto Jail
550 Gerrard St. E.
Toronto M4M 1X6
416-325-8600
Fax 416-325-8616
HOURS: 8:30-4:30

PROBATION & PAROLE OFFICES

Don Mills
156 Duncan Mill Road, Ste 7
Don Mills M3B 3N2
416-314-9722
Fax 416-314-9716

4125 Lawrence Ave. E., Ste. 101
Scarborough M1E 2S2
416-750-3590
Fax 416-281-7732
HOURS: 8:30-4:45

3211 Danforth Ave.
Scarborough M1L 1B8
416-327-0480
Fax 416-327-0490
OTHER LANGUAGES: French
HOURS: 8:30-4:45

Scarborough West
2131 Lawrence Ave. E., Ste. 200
Scarborough M1R 5G4
416-750-3452
Fax 416-288-0359
OTHER LANGUAGES: French
HOURS: 8:30-4:45

Scarborough Court
1911 Eglinton Ave. E.
Scarborough M1L 4P1
416-325-0312
Fax 416-325-0315
HOURS: 8:30-4:45

2265 Keele St., 2nd Flr., Ste. 2
Toronto M6M 3Z7
416-326-2950
Fax 416-326-2955
HOURS: 8:30-4;45

77 River St., Ste. 100
Toronto M5A 3P1
416-314-3771
Fax 416-314-3779
HOURS: 8:30-4:45

920 Yonge St., Ste. 901
Toronto M4W 3C7
416-314-9273
Fax 416-314-9279
HOURS: 8:30-4:45

Ontario Court of Justice
361 University Ave., Rm. 7015
Toronto M5G 1T3
416-327-5438
HOURS: 8:30-4:45

College Park Court
444 Yonge St., 2nd Flr.
Toronto M5B 2H4
416-325-0320
Fax 416-325-0322
OTHER LANGUAGES: French
HOURS: 8:30-4:45

East Mall Court
80 The East Mall
Toronto M8Z 5Z1
416-314-0156
Fax 416-253-7405
OTHER LANGUAGES: French
HOURS: 8:15-4:30

Metro North Court
100 Finch Ave. West
Toronto
Fax 416-325-0322

Parkdale
27 Roncesvalles Ave., Ste 206
Toronto M6R 3B2
416-314-5277

Toronto Court Services
Old City Hall
60 Queen St. West, Rm 321
Toronto M5H 2M4
416-314-9701
Fax 416-314-9701

INFORMATION MANAGEMENT UNIT
200 First Ave. W.
P. O. Box 4100
North Bay P1B 9M3
705-494-3367
Fax 705-494-3009
OTHER LANGUAGES: French
HOURS: 8:00-5:00

The Information Management Unit (IMU) reports directly to the Assistant Deputy Minister (ADM), Correctional Services Division (Division). The ADM Office is organized into two broad areas of responsibility: the Management of Division Issues located in Toronto and the Management of Information located in North Bay. The IMU comprises the latter area.

While reporting to the ADM, the IMU liaises on a daily basis with the Deputy Minister's Office, Contentious Issues Coordination Unit of the ministry's Communications Branch, the Operations Directorate of the division, District Offices, correctional facilities and probation and parole offices. It is responsible for the research and preparation of briefing materials on contentious operational issues and the research and preparation of all correspondence on operational issues within the division. As well, it is responsible for liaising with Correctional Services Canada in preparing materials for the Deputy Minister and ADM for the twice yearly, Canada-wide, Heads of Corrections meetings.

The IMU also performs a coordinating role in the preparation of materials in response to inquiries, commissions and inquests with respect to divisional matters.

OPERATIONS DIRECTORATE
101 Bloor St. West
Toronto M5S 2Z7
416-327-9911
Fax 416-327-0478
OTHER LANGUAGES: French
HOURS: 9:00-5:00

The Operations Directorate is a multifaceted and multidisciplinary directorate which supports and enhances the Ministry's operational policy development and program delivery processes through the development, implementation, coordination and evaluation of a continuim of correctional programs and services in correctional facilities and probation and parole offices.

Three operational streams are under the supervision of the directors: Adult Institution Operations, Adult Community Operations, and Young Offender Operations.

In addition, the Directorate oversees the work of: the coordinator, Preventative Security Standards; senior medical consultant; manager, Trilcor; provincial bailiff; coordinator, Professional Services and Risk Management; and the coordinator, Program Evaluation.

OPERATIONS DIRECTORATE
ADULT COMMUNITY OPERATIONS
200 First Ave. W, P.O. Box 4100 North Bay P1B 9M3
101 Bloor St. West, Toronto M5S 2Z7
North Bay and Toronto P1B 9M3
705-494-3385 North Bay
416-327-9911 Toronto
Fax 705-494-3389 North Bay
Fax 416-327-0478 Toronto
OTHER LANGUAGES: French
HOURS: 7:30-6:00

The Adult Community Operations stream develops, reviews and revises policies and procedures for the supervision of adult clients on probation and parole. It also provides coordination and consultation to district and field personnel in the development and operation of correctional programs for adult offenders in the community.

Some of the programs/services that the section develops/monitors include Adult Diversion, Community Access Programs, Restitution, and Multi-Cultural/Anti-Racism Initiatives.

OPERATIONS DIRECTORATE
ADULT INSTITUTION OPERATIONS
200 First Ave. W., P.O. Box 4100 North Bay P1B 9M3
101 Bloor St. W., Toronto M5S 2Z7
North Bay and Toronto P1B 9M3
705-494-3332 North Bay
416-327-9911 Toronto
Fax 705-494-3364 North bay
Fax 416-327-0478 Toronto
OTHER LANGUAGES: French
HOURS: 9:00-5:00

The Adult Institution Operations stream develops, reviews and revises policies and procedures for the supervision of incarcerated adult offenders. It also provides coordination and consultation to district and field personnel in the development, operation and evaluation of programs and services in adult correctional facilities.

Some of the programs/services that this section develops/monitors include: Temporary Absence Programs, Chaplaincy Services, Recreation, Discharge Planning, Library Services, Female Offender Issues, Food and Nutrition Services, and Trilcor, which provides work and on-the-job training for offenders in correctional institutions.

OPERATIONS DIRECTORATE
BELL CAIRN STAFF DEVELOPMENT CENTRE
467 Beach Blvd.
Hamilton L8H 6W8
905-548-5000
Fax 905-548-5001
HOURS: 8:30-4:30

As part of the Operations Directorate of the Correctional Services Division, Bell Cairn Staff Development Centre provides training and development programs through a variety of mediums as well as consultation and organizational enhancement for all ministry staff, and some training for private correctional agencies under contract to the ministry. This includes basic training for correctional officers, probation and parole officers, in addition to a wide range of professional development and management training programs. The centre has produced a variety of training materials and guide books which are available to training personnel from other ministries.

OPERATIONS DIRECTORATE
OFFENDER TRANSFER OPERATIONS
Bldg. "A"
185 Judson St.
Toronto M8Z 1A5
416-255-1388
Fax 416-255-0227
HOURS: 8:30-4:30

The Offender Transfer Operations oversees the transfer, classification and reclassification of adult offenders to correctional settings that most appropriately meet their program and custodial needs. The section also manages penitentiary placement, Canadian Police Information Centre (CPIC) authorization, interprovincial and international transfers, and provides training, advice and consultation to institutional staff in the classification transfer process.

OPERATIONS DIRECTORATE
TECHNOLOGY COORDINATION UNIT
6711 Mississauga Rd., Ste. 406
Mississauga L5N 2W4
905-826-3669
Fax 905-826-7009
HOURS: 8:30 - 4:30

The Technology Coordination Unit provides technology planning and support services to the Correctional Services Division. The unit manages divisional technology projects and has program oversight of the electronic monitoring programs in the division. Additional services provided by the unit include sentence advice and offender management system data reconciliation.

OPERATIONS DIRECTORATE
YOUNG OFFENDER OPERATIONS
200 First Ave. W., P.O. Box 4100, North Bay P1B 9M3
101 Bloor St. W., Toronto M5S 2Z7
North Bay and Toronto P1B 9M3
705-494-3340 North Bay
416-327-9911 Toronto
Fax 705-494-3389 North Bay
Fax 416-327-0478 Toronto
OTHER LANGUAGES: French
HOURS: 8:00-5:00

The Young Offender Operations stream develops corporate strategies pertaining to the Young **Offenders** Act and the Ministry of Correctional Services Act and develops and implements policies and programs to ensure that services delivered to young persons in the care of the ministry are consistent with the principles of relevant legislation.

INTEGRATED JUSTICE CORPORATE SERVICES DIVISION

720 Bay St., 11th Flr
Toronto M5G 2K1
416-326-2612
Fax 416-326-2326
HOURS: 8:30-4:30

The Integrated Justice Corporate Services Division is responsible for administrative policy development, financial and administrative standards and policy, and provision of corporate support services for the Ministry of the Attorney General and the Ministry of the Solicitor General and Correctional Services. In addition, the division provides administrative support to the following agencies, boards and commissions: Assessment Review Board, Office of the Police Complaints Commissioner, and Board of Inquiry.

THE INTEGRATED JUSTICE CORPORATE SERVICES DIVISION IS A DIVISION THAT HAS DUAL RESPONSIBILITY FOR BOTH THE MINISTRY OF THE ATTORNEY GENERAL AND THE MINISTRY OF THE SOLICITOR GENERAL AND CORRECTIONAL SERVICES. FOR COMPLETE DETAILS, REFER TO THE MINISTRY OF THE ATTORNEY GENERAL LISTINGS.

INTEGRATED JUSTICE INFORMATION TECHNOLOGY DIVISION

18 King St. E., 18th Flr.
Toronto M5C 2X1
416-326-6950
Fax 416-326-1104
HOURS: 9:00-5:00

The Integrated Justice Information Technology Division is responsible for the promotion, development, maintenance and operation of information technology, with the goal of increasing the efficiency and effectiveness of the Ministries of the Attorney General and the Solicitor General and Correctional Services, and other client groups they serve through development and utilization of information technology resources.

THE INTEGRATED JUSTICE INFORMATION TECHNOLOGY DIVISION IS A DIVISION THAT HAS DUAL RESPONSIBILITY FOR BOTH THE MINISTRY OF THE SOLICITOR GENERAL AND CORRECTIONAL SERVICES AND THE MINISTRY OF THE ATTORNEY GENERAL.

GOVERNMENT MOBILE COMMUNICATIONS PROJECT (GMCP)

The Government Mobile Communications Project (GMCP) is responsible for the procurement, development, and implementation of a new mobile communications system. The project includes the wireless infrastructure to support data and voice and all related products and services for the Ministry of Natural Resources, Ministry of Health, Ministry of Transportation, and the Ministry of the Solicitor General and Correctional Services.

INTEGRATED JUSTICE PROJECT

The vision for Integrated Justice recognizes that we must have a seamless and cooperative process across the full spectrum of justice. All justice organizations need to work towards a shared vision of an accessible and accountable justice system that provides fair and consistent treatment of persons, including the effective and efficient management of their cases.

The mission of the Integrated Justice Project is to deliver solutions capable of supporting this vision.

The solutions must support the efficient delivery of justice services while preserving the integrity of the inherent roles and responsibilities of the police, the courts, and corrections.

The solutions must be capable of supporting the integration of business processes, information-sharing and enabling technologies.

PLANNING SECTION
18 King St. E., 17th Flr.
Toronto M5C 2X1
416-314-0222
Fax 416-314-0216
OTHER LANGUAGES: French
HOURS: 9:00-5:15

The Planning Section is responsible for the development and maintenance of the Information Technology Strategic Plan for the ministries of the Attorney General and Solicitor General and Correctional Services, ensuring that the IT plan is aligned with and supportive of the business plans of the various program areas within the Justice Enterprise. The section is also responsible for IT Security Planning and the marketing and promotion of technology and technology-based solutions that will enable the ministries' program managers to meet their evolving business needs.

SOLUTION DELIVERY AND SUPPORT BRANCH
18 King St. E., 18th Flr.
Toronto M5C 2X1
416-326-6947
Fax 416-326-6628
OTHER LANGUAGES: French
HOURS: 8:30-4:45

Solution Delivery and Support Branch is responsible for the development, maintenance and support of information technology business applications. The branch mandate is to promote opportunities for business re-engineering through the creative use of information technology. Application responsibilities include police and ambulance dispatch, police records management, coroner and offender management systems.

SUPPORT AND OFFICE PRODUCTIVITY BRANCH
200 First Ave. W.
P. O. Box 4100
North Bay P1B 9M3
705-494-3231
Fax 705-494-3259
HOURS: 8:30-4:30

The Support and Office Productivity Branch provides IT training, office automation, PC and LAN implementation and support, development services for administrative systems and development services for small local systems. The customers of the branch are all areas of the ministry, plus many municipal police services.

TECHNOLOGY SERVICES BRANCH
18 King St. E., 17th Flr.
Toronto M5C 2X1
416-314-5985
Fax 416-314-0216
OTHER LANGUAGES: French
HOURS: 9:00-5:15

The Technology Services Branch provides the following services: operation of the ministry data centres, in Orillia and North Bay, providing 24 hours-a-day, 7 days-a-week, computer access to police forces, ambulance services and correctional institutions across the province; management of the province-wide network of communications, which allows access to the data centres and to electronic mail; provision of an Information Technology Help Desk to resolve computer problem resolution for ministry users; and provision of a radio telecommunications consulting service to municipal police forces.

ONTARIO PROVINCIAL POLICE COMMISSIONER'S OFFICE

OPP General Headquarters
777 Memorial Ave., 3rd Flr.
Orillia L3V 7V3
705-329-6190
Fax 705-329-6195
OTHER LANGUAGES: French
HOURS: 8:15-4:30

The Commissioner is responsible for the operations, administration and strategic direction of the Ontario Provincial Police (OPP).

The Office of the Commissioner addresses major issues involving the OPP, develops executive correspondence, provides strategic direction and includes the OPP Adjudicator, Media Relations Unit and OPP Relocation Project.

MEDIA RELATIONS

777 Memorial Ave., 3rd Flr.
Orillia L3V 7V3
705-329-6860 police & media use only
Fax 705-329-6862
OTHER LANGUAGES: French
HOURS: 8:15-4:30

Media Relations Unit provides media outlets with a contact point for inquiries and information on the Ontario Provincial **Police** (OPP). It issues news releases, arranges news conferences and liaises between OPP members and the media. The unit also designs programs for better communication with the media, advises senior OPP management on media issues and formulates media training sessions for members. The OPP Review magazine, intended for in-house distribution, is produced by this unit.

PROVINCIAL COMMAND - CORPORATE SUPPORT (DEPUTY COMMISSIONER)

777 Memorial Ave., 3rd Flr.
Orillia L3V 7V3
705-329-7500
Fax 705-329-6317
OTHER LANGUAGES: French
HOURS: 8:15-4:30

The Provincial Command, which replaces the former Services Command, is comprised of six bureaus and five other organizational units providing corporate leadership and support to the OPP. The six bureaus are: First Nations and Contract Policing Bureau, Operational Policy and Support Bureau, Traffic and Marine Safety Bureau, Professional Standards Bureau, Infrastructure Support Bureau and Organizational Development Bureau. The five organizational units are: Organizational Renewal Project, Community Policing Development Centre, Chief Provincial Firearms Office, Budget Coordination and Auxiliary Policing Executive Committee.

PROVINCIAL COMMAND - CORPORATE SUPPORT (DEPUTY COMMISSIONER)
CHIEF PROVINCIAL FIREARMS OFFICE
777 Memorial Ave.
Orillia L3V 7V3
705-329-7662
Fax 705-329-7660
HOURS: 8:00-4:00

The Chief Provincial **Firearms** Office represents the Solicitor General in all firearms matters and administers the Canadian gun-control program in Ontario. Responsibilities include operating the Firearms Business Permit System (inspection and licensing of all outlets buying, selling or manufacturing restricted and non-restricted weapons and **ammunition**); coordinating the Firearms Acquisition Certificate System (FAC) for the province; and inspecting shooting clubs, ranges and **museums** that have applied for the Solicitor General's approval pursuant to the Criminal Code (Canada). The office is also responsible for issuing **permits** to carry restricted weapons in Ontario, as outlined in the Criminal Code (Canada). Permits to carry/transport restricted weapons are issued by municipal police forces in municipalities with populations exceeding 15,000. In smaller communities, this function is the responsibility of the local Ontario Provincial Police (OPP) Detachment, listed under the OPP Field Regions entry.

The office administers the 1991 federal legislation of controlling all persons and companies that manufacture, handle, distribute, transport, refurbish, import and export weapons defined as prohibited under the Criminal Code.

The office is responsible for the provincial FAC processing centre, and provides provincial firearms guidelines to meet the needs of the National Firearms Manual to police services, dealers, clubs and other interested firearms and sporting groups.

South Western (London) Unit
823 Exeter Rd.
London N6E 1W1
519-681-0851
Fax 519-685-5653
HOURS: 8:15-4:30

Eastern Ontario Unit
532 Stewart St. N.
Renfrew K7V 1Y6
613-432-5811
Fax 613-432-5811, Ext 3347
OTHER LANGUAGES: French
HOURS: 8:15-4:15

Northern Ontario Unit
199 Larch St., 4th Flr., Ste. 403
Sudbury P3E 5P9
705-688-3120
Fax 705-688-3125
HOURS: 8:15 - 4:30

PROVINCIAL COMMAND - CORPORATE SUPPORT (DEPUTY COMMISSIONER)
COMMUNITY POLICING DEVELOPMENT CENTRE
777 Memorial Ave., 3rd Flr
Orillia L3V 7V3
705-329-6140
Fax 705-329-6160
HOURS: 8:15-4:30 

The Community Policing Development Centre is a research entity committed to assisting with the operationalization of community policing within the Ontario Provincial Police (OPP).

This facilitation is accomplished by: enhancing the OPP's ability to do problem solving in partnership with the community; serving as a resource for improved service delivery; promoting the development of a learning organization; enhancing the capacity of the OPP to assess its role in policing, and to select and implement the most effective community policing strategies and programs; monitoring, assessing and evaluating current community policing and problem- solving efforts within the OPP in order to identify best practices; identifying best practices in community policing from other police services and communities or agencies, and to promote their reliance for the OPP; serving as a catalyst for the design, implementation and delivery of community policing practices within the OPP.

PROVINCIAL COMMAND - CORPORATE SUPPORT (DEPUTY COMMISSIONER)

COMMUNITY POLICING DEVELOPMENT CENTRE
COMMUNITY ISSUES SECTION
777 Memorial Ave.
Orillia L3V 7V3
705-329-7568
Fax 705-329-7596


The Community Issues Section deals with Crime Prevention, Crime Stoppers, Community Services, Victims Issues and Abuse Issues (i.e., elder, child, sexual assault and spousal assault). The Abuse Issues Coordinator is also the contact coordinator for "Our Missing Children."

PROVINCIAL COMMAND - CORPORATE SUPPORT (DEPUTY COMMISSIONER)
FIRST NATIONS AND CONTRACT POLICING BUREAU
777 Memorial Ave., 3rd Flr.
Orillia L3V 7V3
705-329-6200
Fax 705-329-6217
HOURS: 8:15-4:30

The **First Nations** and Contract Policing Bureau is responsible for the administration of the Ontario First Nations Policing Program and the development and servicing of contracts with communities for the provision of **municipal police** services by the Ontario Provincial Police (OPP).

PROVINCIAL COMMAND - CORPORATE SUPPORT (DEPUTY COMMISSIONER)
INFRASTRUCTURE SUPPORT BUREAU
777 Memorial Ave, 3rd Flr.
Orillia L3V 7V3
705-329-6177
Fax 705-329-6176

The Infrastructure Support Bureau is responsible for the overall management and operation of the following sections: General Headquarters (GHQ) Services Section, Information and Technology Services Section, Supply Section, Telecommunications Section and Transport Section.

PROVINCIAL COMMAND - CORPORATE SUPPORT (DEPUTY COMMISSIONER)

INFRASTRUCTURE SUPPORT BUREAU
GENERAL HEADQUARTERS SERVICES SECTION
777 Memorial Ave., 3rd Flr.
Orillia L3V 7V3

The General Headquarters (GHQ) Services Section is responsible for the following: Records Section, Operations Unit and Cartography Unit.

The Records Section maintains administrative files, and provides central operational support to the Ontario Provincial Police (OPP) and other government agencies. This section operates an administrative records centre (phone: 705-329-7644), printing operation centre (phone: 705-329-7531), records inquiry service (phone: 705-329-7637) and publishing desk (phone: 705-329-7642).

In the Operations Unit, the General Headquarters (GHQ) Duty Office receives and distributes information about major occurrences to OPP General Headquarters, Bureaus and external government agencies 24 hours-a-day. The Canadian Police Information Centre (CPIC) operations unit coordinates the movement of CPIC terminals and conducts internal audit of the CPIC function.

The Cartography Unit provides the cartography function to address OPP needs.

PROVINCIAL COMMAND - CORPORATE SUPPORT (DEPUTY COMMISSIONER)

INFRASTRUCTURE SUPPORT BUREAU
INFORMATION AND TECHNOLOGY SERVICES SECTION
777 Memorial Ave., 2nd Flr.
Orillia L3V 7V3
705-329-6078 admin. services
705-329-6896 data processing
705-329-6080
Fax 705-329-6076
Fax 416-314-2883 admin. services
OTHER LANGUAGES: French
HOURS: 8:30-4:30

The Information and Technology Services Section provides expertise and guidance to the Ontario Provincial Police (OPP) within the context of information technology delivery and management. This broad responsibility is formally centered on technology plan preparation; identifying business-based technology opportunities, systems implementation and ongoing local maintenance and support of business operations within the OPP. There are additional technology responsibilities that require a close liaison with other policing service providers and special interest groups both at the provincial and federal level.

Data Processing records and disseminates operational, statistical and management information to the OPP and approved functions within the ministry.

Other sections include: Audit, Priorities Analysis, Business Solution, Implementation, Systems Operation and Technical Support, Training and Project Management.

PROVINCIAL COMMAND - CORPORATE SUPPORT (DEPUTY COMMISSIONER)

INFRASTRUCTURE SUPPORT BUREAU
SUPPLY SECTION
777 Memorial Ave., 1st Flr.
Orillia L3V 7V3
705-329-6900
Fax 705-329-6910

Supply Section stocks and distributes uniforms, equipment and forms used by the Ontario Provincial Police (OPP), the Ontario Government Protective Service, Corrections, First Nations policing and auxiliary police.

PROVINCIAL COMMAND - CORPORATE SUPPORT (DEPUTY COMMISSIONER)

INFRASTRUCTURE SUPPORT BUREAU
TELECOMMUNICATIONS SECTION
777 Memorial Ave., 2nd Flr.
Orillia L3V 7V3
705-329-7600
Fax 705-329-6230
HOURS: 8:15-4:30

The Telecommunications Section is responsible for the development and management of telecommunications strategies. This includes maintaining a province-wide microwave system, internal telephone network, 16 centrally located communications centres, mobile radio communications and training for Ontario Provincial Police (OPP) field members. In addition, there is the further development of OPP systems in order to provide the necessary support in meeting ongoing needs of the OPP.

PROVINCIAL COMMAND - CORPORATE SUPPORT (DEPUTY COMMISSIONER)

INFRASTRUCTURE SUPPORT BUREAU
TRANSPORT SECTION
777 Memorial Ave., 1st Flr.
Orillia L3V 7V3
705-329-6900
Fax 705-329-6910
HOURS: 7:30-4:34

The Transport Section delivers centralized fleet management services through the provision of an adequate supply of vehicles, vessels, specialized motor vehicle requirements and related equipment to meet the operational needs of the Ontario Provincial **Police** (OPP). In addition, they provide responsible overall centralized administration of the fleet by tracking and reporting fleet costs, replacement information and prepare and administer adequate programs to effectively maintain the fleet.

PROVINCIAL COMMAND - CORPORATE SUPPORT (DEPUTY COMMISSIONER)
OPERATIONAL POLICY AND SUPPORT BUREAU
Lincoln M. Alexander Bldg.
777 Memorial Ave.
Orillia L3V 7V3
705-329-7561
Fax 705-329-7596
HOURS: 8:00-4:30

Operational Policy and Support Bureau consists of the following sections: Operational Policy Section, Operational Research Section, Emergency Response Services Section, Auxiliary Policing Section. Operational Policy and Support Bureau supports and promotes the OPP's mission, mandate and strategic plans, provides operational research,

planning, policy development and statistical analysis. The bureau provides program management and coordination of emergency services and the Auxiliary Policing Program. The bureau is also responsible for the management of the GHQ Library and Museum.

PROVINCIAL COMMAND - CORPORATE SUPPORT (DEPUTY COMMISSIONER)

OPERATIONAL POLICY AND SUPPORT BUREAU
AUXILIARY POLICING SECTION
777 Memorial Ave.
Orillia L3V 7V3
705-329-7562
Fax 705-329-7596

The Auxiliary Policing Section is a community-oriented program. The Auxiliary Policing Program is to provide fully trained volunteers to perform **police** duties in special circumstances, including an emergency, that the police officers of the Ontario Provincial Police (OPP) are not sufficiently numerous to deal with.

PROVINCIAL COMMAND - CORPORATE SUPPORT (DEPUTY COMMISSIONER)

OPERATIONAL POLICY AND SUPPORT BUREAU
EMERGENCY RESPONSE SERVICES SECTION
Lincoln M. Alexander Bldg.
777 Memorial Ave.
Orillia L3V 7V3
705-329-7586
Fax 705-329-7596
HOURS: 8:15-4:30

The Emergency Response Services Section provides coordinated emergency services programs in support of operational activities. The section manages eight interrelated programs: Incident Command, Crisis Negotiation, Canine, Tactics and Rescue Units, Explosive Disposal Units, Helicopter Services, Emergency Planning and Emergency Response Teams. Emergency Response Teams have their roles subdivided into five distinct parts: Crowd Management, Search and Rescue, Canine Backup, Containment and VIP/Witness Security.

PROVINCIAL COMMAND - CORPORATE SUPPORT (DEPUTY COMMISSIONER)

OPERATIONAL POLICY AND SUPPORT BUREAU
OPERATIONAL POLICY SECTION
777 Memorial Ave.
Orillia L3V 7V3
705-329-7577
Fax 705-329-7596

The Operational Policy Section provides operational research and analytical services to the Ontario Provincial Police (OPP). In partnership with clients and other stakeholders, the section develops and communicates police orders and policies and procedures that support the OPP's strategic plans, community policing philosophy and the efficient and effective delivery of service.

PROVINCIAL COMMAND - CORPORATE SUPPORT (DEPUTY COMMISSIONER)

OPERATIONAL POLICY AND SUPPORT BUREAU
OPERATIONAL RESEARCH SECTION
777 Memorial Ave.
Orillia L3V 7V3
705-329-7565
Fax 705-329-7596

The Operational Research Section is responsible for delivering three primary organizational services including: operational planning, statistical analysis and library/museum services. The section examines and evaluates operational issues through a consultative, advisory role for both internal and external clients. The Operational Research Section meets its mandate by providing professional planning and statistical research services, by serving as a central resource in its delivery of comprehensive library services and by serving as the guardian of the Ontario Provincial Police (OPP) rich historical past through the management of the OPP Museum.

PROVINCIAL COMMAND - CORPORATE SUPPORT (DEPUTY COMMISSIONER)
ORGANIZATIONAL DEVELOPMENT BUREAU
777 Memorial Ave.
Orillia L3V 7V3
705-329-6170
Fax 705-329-6176

The Organizational Development Bureau consists of Human Resources Branch (705-329-6600); Operational Review, Audit and Investigation Branch (705-329-6740); and Provincial Police Academy described in a separate entry.

PROVINCIAL COMMAND - CORPORATE SUPPORT (DEPUTY COMMISSIONER)

ORGANIZATIONAL DEVELOPMENT BUREAU
PROVINCIAL POLICE ACADEMY
Queen St. W. & McLaughlin Rd. S.
P. O. Box 266
Brampton L6V 2L1
905-874-3100
Fax 905-874-4032
HOURS: 8:00-4:30

The Provincial **Police** Academy is responsible for the design and delivery of police training courses (not otherwise provided by the Ontario Police College), including recruitment orientation, skills training and management, to all levels of the Ontario Provincial Police (OPP) Force. The branch also offers a wide range of specialized training courses on tactics, search and rescue, marine, crowd management, scuba, motorcycles, explosives disposal and police dogs; gives in-service lectures for field personnel and coordinates the attendance of all members at training courses conducted by other agencies. In addition, the academy ensures that Ontario government priorities such as multiculturalism, equal opportunity and other programs, are immediately reflected in existing training courses and/or seminars.

PROVINCIAL COMMAND - CORPORATE SUPPORT (DEPUTY COMMISSIONER)
PROFESSIONAL STANDARDS BUREAU
777 Memorial Ave., 3rd Flr.
Orillia L3V 7V3
705-329-6051
Fax 705-329-6050
OTHER LANGUAGES: French
HOURS: 8:00-4:15

The Professional Standards Bureau assists the Commissioner in administering internal employee issues, discipline procedures and resolution of public **complaints** (705-329-6064) relating to Ontario Provincial **Police employees**, auxiliary police members, Ontario Government Protective Service employees and First Nations constables. The branch also investigates Police Services Act offences (705-329-6056), prepares Police Services Act **trials** (705-329-6055) and administers the OPP honours and **awards** program (705-329-6057).

PROVINCIAL COMMAND - CORPORATE SUPPORT (DEPUTY COMMISSIONER)
TRAFFIC AND MARINE SAFETY BUREAU
777 Memorial Ave.
Orillia L3V 7V3
705-329-6120
Fax 705-329-6123
HOURS: 8:15-4:30

The **Traffic** and **Marine** Safety Bureau provides traffic resource expertise for the Ontario Provincial Police and other police services. Investigations of serious motor vehicle collisions are monitored to ascertain collision causation and determine means to make **highways** safer. The bureau develops, coordinates and maintains effective and efficient traffic enforcement programs to reduce traffic collisions and associated losses.

Bureau responsibilities include provincial management and coordination of the following programs: Technical Collision Investigation, Breathalyzer/Screening Devices, Radar, **Transportation** of Dangerous Goods, Marine, Traffic Initiatives and Reduced Impaired Driving Everywhere (RIDE).

Photo Radar
90 Harbour St.
Toronto M2A 2S1
416-327-6693
Fax 416-327-0466
HOURS: 8:15-4:30

PROVINCIAL COMMAND - OPERATIONS (DEPUTY COMMISSIONER)
777 Memorial Ave., 3rd Flr.
Orillia L3V 7V3
705-329-6300
Fax 705-329-6317
OTHER LANGUAGES: French
HOURS: 8:15-4:30

The Provincial Commander, Operations is responsible for the Criminal Investigation Bureau, the Investigation Support Bureau and the six Regional Field Commands; namely, the Regions of Eastern, Central, Greater Toronto, Western, North East and North West.

PROVINCIAL COMMAND - OPERATIONS (DEPUTY COMMISSIONER)
CRIMINAL INVESTIGATION BUREAU
777 Memorial Ave., 4th Flr.
Orillia L3V 7V3
705-329-6310
Fax 705-329-6304
OTHER LANGUAGES: French
HOURS: 8:15-4:30

The Criminal Investigation Bureau (CIB) is responsible for investigatioins of homicide and major crimes occurring in the service jurisdiction of the Ontario Provincial **Police** (OPP). The bureau also assists the OPP, all police services in Ontario and other Ontario

government agencies in the investigation of serious criminal activities. The bureau ensures the effective delivery of the CIB function through the following operational sections: Major Case Management, Anti-Rackets, Drug Enforcement, Auto Theft, Pornography, Illegal Gaming and Provincial Weapons Enforcement.

PROVINCIAL COMMAND - OPERATIONS (DEPUTY COMMISSIONER)

CRIMINAL INVESTIGATION BUREAU
ANTI-RACKETS SECTION
777 Memorial Ave., 4th Flr.
Orillia L3V 7V3
705-329-6400
Fax 705-329-6456
OTHER LANGUAGES: French
HOURS: 8:15-4:30 

In accordance with the mandate of the Criminal Investigation Bureau, the Provincial and Greater Toronto Region Anti-Rackets Sections provide, within their respective areas of responsibility, investigative expertise and leadership in the area of enterprise **crime** to OPP locations, municipal police services and provincial government ministries.

Members of the sections act as primary investigators or case managers, providing guidance and direction to police and government regulatory investigators, particularly in matters related to corrupt practices, enterprise crime and the disbursement and accountability of public funds. Services provided include knowledge and expertise in the investigation of large complex fraudulent schemes; the collection, preservation and organization of documentary evidence; and the seizure of data and records through the execution of search warrants and computer-based investigative expertise. Additionally, the sections are responsible for coordination and investigation of organized criminal activity in relation to credit cards and government cheques.

PROVINCIAL COMMAND - OPERATIONS (DEPUTY COMMISSIONER)

CRIMINAL INVESTIGATION BUREAU
AUTO THEFT SECTION
777 Memorial
Orillia L3V 7V3
705-329-6451
Fax 705-329-6456
OTHER LANGUAGES: French
HOURS: 8:15 - 4:30 

The Auto Theft Section provides investigative expertise and leadership to support the mandate of the Criminal Investigation Bureau regarding organized vehicle and heavy equipment theft, and is the lead agency in a provincial initiative to combat organized vehicle theft. Section members provide expert advice, operational assistance, primary investigative response and case management services to OPP field personnel, government ministries and municipal police services upon request. The Auto Theft Section staff maintain technical and operational expertise in vehicle identification and are recognized as expert witnesses at judicial proceedings.

PROVINCIAL COMMAND - OPERATIONS (DEPUTY COMMISSIONER)

CRIMINAL INVESTIGATION BUREAU
DRUG ENFORCEMENT SECTION
777 Memorial Ave.
Orillia L3V 7V3
705-329-6320
Fax 705-329-6324
HOURS: 8:15-4:30 

The Drug Enforcement Section provides investigative leadership and expertise to support the mandate of Criminal Investigation Bureau and the objectives of the Anti-Drug Management Plan, in the area of illegal drug use. The section manages the strategically located permanent joint forces drug units on behalf of the OPP, the RCMP and municipal police services. The section functions to suppress the manufacture, sale and distribution of illicit drugs through the involvement, management and coordination of multi-jurisdictional, inter-agency operations; street-level drug enforcement and major drug enforcement projects. Section members conduct proceeds-of-crime investigations in accordance with legislation and Federal-Provincial accords. These members are also available to provide assistance to OPP and municipal police services but are primarily responsible for conducting parallel investigations in conjunction with joint forces investigation, street- level drug enforcement and major projects.

Drug Enforcement provides assistance to Crown attorneys, law enforcement and other government agencies.

The section (705-329-6320) administers drug enforcement activities for the force and conducts investigations through units deployed throughout the province. Field Drug Units are located in Kingston (613-546-6621), London (519-675-7780), North Bay (705-495-3895), Orillia (705-325-7419), Ottawa (613-596-4260), Sault Ste. Marie (705-942-8208), Thunder Bay (807-345-7874) and Windsor (519-973-1477).

PROVINCIAL COMMAND - OPERATIONS (DEPUTY COMMISSIONER)

CRIMINAL INVESTIGATION BUREAU
ILLEGAL GAMING SECTION
777 Memorial Ave.
Orillia L3V 7V3
705-329-6457
Fax 705-329-6456

The Illegal Gaming Section provides investigative expertise and leadership with respect to the detection, investigation and prevention of illegal **gambling** and disorderly houses as defined in Part 7 of the Criminal Code. This includes the provision of expert advice, operational assistance and case management services to OPP field locations, government ministries and municipal police services in accordance with the mandate of the Criminal Investigation Bureau.

PROVINCIAL COMMAND - OPERATIONS (DEPUTY COMMISSIONER)

CRIMINAL INVESTIGATION BUREAU
MAJOR CASE MANAGEMENT SECTION
777 Memorial Ave.
Orillia L3V 7V3
705-329-6330
Fax 705-329-6333
OTHER LANGUAGES: French
HOURS: 8:15 - 4:30

Positioned at the executive level of the Criminal Investigation Bureau (CIB), The Major Case Management Section provides leadership, investigative excellence and major case management in homicide, suspicious death and other serious criminal occurrences to the OPP, municipal police services and provincial government ministries upon request, in accordance with the mandate of CIB. The Major Case Management Section is legislated by Section 9(2) of the Coroner's Act to provide assistance to the Coroner in death investigations or inquest, upon request.

The section is responsible for providing advice and expertise in matters involving extradition. In addition, members are called upon to assist special commissions and boards of inquiry. The section is the point of liaison between the OPP and the Special Investigations Unit of the Ministry of the Attorney General.

The section manages the Provincial **Weapons** Enforcement Unit, a multi-agency partnership established to provide a dedicated and coordinated intelligence and law enforcement response to illegal **firearms** in Ontario.

PROVINCIAL COMMAND - OPERATIONS (DEPUTY COMMISSIONER)

CRIMINAL INVESTIGATION BUREAU
PORNOGRAPHY SECTION
2420 Lucknow Dr., Unit 49
Mississauga L5S 1V2
905-612-7064
Fax 905-612-7244

The Pornography Section provides investigative expertise and leadership in accordance with the mandate of Criminal Investigation Bureau to OPP and municipal police services with respect to the importation, manufacture, distribution and possession of obscene material, including child pornography in all its forms. The scope of the section's mandate broadens beyond the seizure of pornographic material to include the investigation of related criminal offences such as child exploitation and child sexual assaults.

The section maintains strategic and operational partnerships in Canada and abroad with police and other law enforcement agencies, as well as with Canada Customs, Canada Post, United States Customs and postal authorities, the Federal Department of Justice, Ontario Film Review Board, Ontario Theatres Branch, Federal Bureau of Investigation and the Vancouver Police Force/RCMP Pornography Unit, in recognition of the multi-jurisdictional and multi-national nature of the illegal trade in pornographic material.

PROVINCIAL COMMAND - OPERATIONS (DEPUTY COMMISSIONER)
INVESTIGATION SUPPORT BUREAU
777 Memorial Ave., 4th Flr.
Orillia L3V 7V3
705-329-6316
Fax 705-329-6318
OTHER LANGUAGES: French
HOURS: 8:30 - 4:30

The Investigation Support Bureau is responsible for the delivery of a variety of highly technical operational police functions in support of both OPP and external police agency investigations within the Province of Ontario. The bureau provides support and expertise through the assignment of resources in the following operational sections: Behavioural Sciences, Electronic Interception, Identification Services, Intelligence, Security and Surveillance.

PROVINCIAL COMMAND - OPERATIONS (DEPUTY COMMISSIONER)

INVESTIGATION SUPPORT BUREAU
BEHAVIOURAL SCIENCES SECTION
777 Memorial Ave.
Orillia L3V 7V3
705-329-6594
705-329-6595 Criminal Investigative Analysis Unit
705-329-6588 VICLAS Unit
705-329-6350 Polygraph Services Unit
HOURS: 8:30 - 4:30

The Behavioural Sciences Section provides support to OPP, municipal police and other government agencies in relation to Criminal Profiling, Threat Assessment, Polygraph and the Violent Crime Linkage Analysis System. These services facilitate the early identification and apprehension of offenders. Liaison and joint-training initiatives are maintained with international law enforcement agencies.

PROVINCIAL COMMAND - OPERATIONS (DEPUTY COMMISSIONER)

INVESTIGATION SUPPORT BUREAU
ELECTRONIC INTERCEPTION SECTION
777 Memorial Ave.
Orillia L3V 7V3
705-329-6360 Technical Installation
705-329-6354 Non Commissioned Officer in charge
705-329-6370 Operations and Security Unit
HOURS: 8:15-4:30

The Electronic Interception Section supports police investigations by utilizing both audio and video electronic techniques, in accordance with prescribed legislation. Members of this section maintain a high level of expertise and provide assistance, guidance and specialized training to police agencies throughout the province. The ability to defeat

security systems and develop technological solutions to investigative problems are integral components of the section function. Liaison with police and private sector agencies is required to address emerging technology.

PROVINCIAL COMMAND - OPERATIONS (DEPUTY COMMISSIONER)

INVESTIGATION SUPPORT BUREAU
IDENTIFICATION SERVICES SECTION
777 Memorial Ave.
Orillia L3V 7V3
705-329-6351
705-329-6352 Technical Identification Services Unit
705-329-6972 Forensic Laboratory
705-329-6184 Photographic Laboratory

The **Identification** Services Section is responsible for technical identifications services coordination, forensic identification and the photographic laboratory functions of the OPP. This section ensures the highest possible standard of forensic identification service is delivered internally and externally in support of law enforcement efforts. Members of this section liaise with key national and international law enforcement agencies in order to exchange OPP expertise and maintain a leadership role in the delivery of police identification services.

PROVINCIAL COMMAND - OPERATIONS (DEPUTY COMMISSIONER)

INVESTIGATION SUPPORT BUREAU
INTELLIGENCE SECTION
777 Memorial Ave.
Orillia L3V 7V3
705-329-6530
HOURS: 8:15-4:30

The Intelligence Section provides direction and guidance identify, monitor and prevent criminal activities of organized, sophisticated or professional **crime**. The section establishes and maintains cooperative working relationships with national and international law enforcement agencies. Specific liaison is maintained with the RCMP, Interpol, FBI and municipal police agencies to ensure effective joint operations and continued awareness of emerging issues and strategies. The section also provides witness protection and analytical assistance to members of the OPP and other police agencies. To accomplish these goal, personnel are assigned centrally and in deployed units. Hate crimes are monitored and investigated by members of this section.

PROVINCIAL COMMAND - OPERATIONS (DEPUTY COMMISSIONER)

INVESTIGATION SUPPORT BUREAU
SECURITY SECTION
777 Memorial Ave.
Orillia L3V 7V3
705-329-6530
HOURS: 8:00-4:30

The **Security** Section is responsible for the provision of personal security for senior government officials, members of the judiciary and visiting dignitaries on request. Advice is provided to the government in relation to all aspects of property and physical security. Members of the section provide specialized training to ensure a high standard of service delivery.

PROVINCIAL COMMAND - OPERATIONS (DEPUTY COMMISSIONER)

INVESTIGATION SUPPORT BUREAU
SURVEILLANCE SECTION
777 Memorial Ave.
Orillia L3V 7V3
705-329-6355
705-329-6358 Photographic Surveillance Unit

The **Surveillance** Section, within the realm of criminal investigations, provides physical, photographic and video surveillance services for OPP and municipal police investigations in Ontario. The covert nature of surveillance assignments require that members be innovative and flexible in order to execute their duties. Liaison is maintained with law enforcement agencies employing surveillance tactics and training assistance is provided on request.

PROVINCIAL COMMAND - OPERATIONS (DEPUTY COMMISSIONER)
REGIONS

Ontario Provincial **Police** (OPP) field operations are undertaken through 6 regions and 169 detachments. The regional commander is responsible for OPP activities within each region, and heads an internal administration unit. With the exception of the community services coordinator, regional headquarters personnel primarily offer internal supervision and support for the OPP detachments.

Detachment personnel provide enforcement and investigative policing services within their particular detachment area. In **emergencies**, the OPP can be contacted through the toll-free numbers.

DETACHMENTS

Mun. Bldg.
Bridge St.
P. O. Box 640
Almonte K0A 1A0
613-256-2222
1-800-267-7878 (Toll-free) Crime Stoppers
Fax 613-634-2294 Crime Stoppers
Fax 613-256-2222ext4297
(Eastern Region)
HOURS: 8:00-5:00

Malden Twp. Detachment
Malden Centre
Hwy. 18
Box 23
Amherstburg N9V 2Z2
519-736-3483
519-258-8477 Crime Stoppers
Fax 519-736-3483ext4697
(Western Region)
HOURS: 8:00-4:30

18 Manitou Cres. W.
Amherstview K7N 1S3
613-389-8601
613-634-8477 Crime Stoppers
Fax 613-389-8601ext3997
Fax 613-634-2294 Crime Stoppers
(Eastern Region)
OTHER LANGUAGES: French
HOURS: 8:30-4:30

Burleigh St., Hwy. 620A
P. O. Box 10
Apsley K0L 1A0
705-656-4431
Fax 705-656-4431ext3797
(Central Region)
HOURS: 8:15-4:30

King St.
P. O. Box 10
Armstrong P0T 1A0
807-583-2394
1-800-465-6844 (Toll-free) Crime Stoppers
Fax 807-583-2285
(North West Region)
HOURS: 8:30-4:30

Town Hall
102 Madawaska St.
P. O. Box 337
Arnprior K7S 3H6
613-623-3131
1-800-267-8477 (Toll-free) Crime Stoppers
Fax 613-623-3131ext4397
(Eastern Region)
OTHER LANGUAGES: French
HOURS: 8:00-4:00

Hwy. 622
P. O. Box 130
Atikokan P0T 1C0
807-597-2120
1-800-465-8477 (Toll-free) Crime Stoppers
Fax 807-597-2120ext3197
(North West Region)
HOURS: 8:00-4:00

100 Bloomington Rd. W.
P. O. Box 2500
Aurora L4G 6J8
905-841-5777
1-800-387-8477 (Toll-free) Crime Stoppers
Fax 905-841-7888
(Greater Toronto Region)
OTHER LANGUAGES: French
HOURS: 8:00-4:00

Hwy. 169
P. O. Box 281
Bala P0C 1A0
705-762-3304/5
705-375-0339 Mactier Comm. Policing
705-765-6666 Port Carling Comm. Policing
1-800-461-8477 (Toll-free) Crime Stoppers
Fax 705-762-3101
(Central Region)
HOURS: 8:00-4:00

33 Flint St.
P. O. Box 640
Bancroft K0L 1C0
613-332-2112
1-800-267-4357 (Toll-free) Crime Stoppers
613-332-0302 Bancroft Community Policing
613-337-5750 Coe Hill Community Policing
613-338-1162 Maynooth Community Policing
Fax 613-332-2112ext3497
(Eastern Region)
HOURS: 8:30-4:30

20 Rose St.
P. O. Box 550
Barrie L4M 4T7
705-726-6484
705-487-2162 Oro Community Policing
1-800-461-8477 (Toll-free) Crime Stoppers
705-424-9981 Angus Community Policing
705-726-7349 Midhurst Community Policing
705-458-0409 Cookstown Community Policing
Fax 705-726-6487
(Central Region)
OTHER LANGUAGES: French
HOURS: 8:00-4:00

New Tecumseth
29 Main St. W.
Box 220
Beeton L0G 1A0
905-729-4004
1-800-461-8477 (Toll-free) Crime Stoppers
705-435-4490 Alliston Community Policing
905-936-2777 Tottenham Community Policing
Fax 905-729-4007
(Central Region)

499 Notre Dame St.
P. O. Box 308
Belle River N0R 1A0
519-728-1810
1-800-265-7500 (Toll-free) Crime Stoppers
Fax 519-728-1810ext3897
(Western Region)
OTHER LANGUAGES: French
HOURS: 8:00-4:00

Quinte Detachment
Wallbridge-Loyalist Rd.
R. R. 5
Belleville K8N 4Z5
613-968-6495
613-969-8477 Crime Stoppers
Fax 613-968-6495ext3197
(Eastern Region)

Mun. Bldg.
12 George St.
P. O. Box 387
Blenheim N0P 1A0
519-676-3300
1-800-265-7500 (Toll-free) Crime Stoppers
Fax 519-676-3300ext4497
(Western Region)
HOURS: 8:00-4:00

Causley St., Hwy. 17
P. O. Box 400
Blind River P0R 1B0
705-356-2244
1-800-461-8326 (Toll-free) Crime Stoppers
Fax 705-356-2244ext3197
(North Eastern Region)
OTHER LANGUAGES: French
HOURS: 8:00-4:30

74 Park Rd.
Bracebridge P1L 1W9
705-645-2211
705-645-5765 Bracebridge Comm. Policing
705-687-6681 Gravenhurst
705-687-5023 Gravenhurst Comm. Policing
1-800-461-8477 (Toll-free) Crime Stoppers
Fax 705-645-3350
(Central Region)
HOURS: 8:00-4:30

10 Fairview Dr.
Brantford N3R 7X7
519-753-4161
519-488-1997 St. George Communtiy policing
519-449-5831 Burford Community Policing
1-800-263-6966 (Toll-free) Crime Stoppers
Fax 519-753-4161ext3497
(Western Region)
OTHER LANGUAGES: French
HOURS: 8:15-4:30

70 Young St.
P. O. Box 117
Brighton K0K 1H0
613-475-1313
1-800-267-4357 (Toll-free) Crime Stoppers
905-355-2325 Colborne Community Policing
613-394-1122 Murray Twp. Community Policing
Fax 613-475-1313ext3497
(Central Region)
HOURS: 8:00-4:30

Still River Detachment (Henvey Twp.)
Hwy. 69 S.
P. O. Box 130
Britt P0G 1A0
705-383-2231
1-800-461-4899 (Toll-free) Crime Stoppers
Fax 705-383-2231ext4197
(North East Region)

1951 Parkedale Ave.
P. O. Box 636
Brockville K6V 5V8
613-345-1790
1-800-267-7878 (Toll-free) Crime Stoppers
613-924-2755 Athens Community Policing
613-275-2930 Kitley Community Policing
613-923-2477 Mallorytown Community Policing
Fax 613-345-1790ext3297
Fax 613-634-2294 Crime Stoppers
(Eastern Region)
OTHER LANGUAGES: French
HOURS: 8:00-4:00

Hwy. 11
P. O. Box 514
Burk's Falls P0A 1C0
705-382-2015
705-386-2629 South River Comm. Policing
1-800-461-7373 (Toll-free) Crime Stoppers
705-386-2629 South River Community Policing
705-636-0434 Perry Twp. Community Policing
Fax 705-382-2015ext3297
(North Eastern Region)
OTHER LANGUAGES: French
HOURS: 8:00-4:30

1160 North Shore Blvd.
P. O. Box 5021
Burlington L7R 3Y8
905-681-2511
Fax 905-681-2511ext2197
(Greater Toronto Region)
OTHER LANGUAGES: French
HOURS: 8:15-4:30

Peel Region
3211 Old Church Rd,
General Delivery
Caledon East L0N 1E0
905-584-2241
1-800-387-8477 (Toll-free) Crime Stoppers
1-800-461-8477 (Toll-free) Orangeville Crime Stoppers
905-857-3304 Bolton Community Policing
519-927-3041 Caledon Village Community Policing
Fax 905-584-2241ext3597
(Greater Toronto Region)
HOURS: 8:00-4:30

500 Beaverdale Rd.
P. O. Box 21060
Cambridge N3C 4B1
519-654-0150
1-800-265-2222 (Toll-free) Crime Stoppers
Fax 519-654-9650
(Western Region)

20 Industrial Dr.
P. O. Box 790
Campbellford K0L 1L0
705-653-3300
1-800-461-6555 (Toll-free) Crime Stoppers
Fax 705-653-3300ext3597
(Central Region)
HOURS: 8:30-4:30

39 Rancine St.
P. O. Box 337
Casselman K0A 1M0
613-764-5415
1-800-267-8477 (Toll-free) Crime Stoppers
613-443-1632 Embrun Community Policing
Fax 613-764-5416ext3897
(Eastern Region)

69 Talbot St., Hwy. 3
P. O. Box 148
Cayuga N0A 1E0
905-772-3322
905-529-8708 Hamilton
1-800-263-6966 (Toll-free) Crime Stoppers
519-587-5255 Walpole-Jarvis Community Policing
905-768-1834 New Credit Community Policing
905-774-7900 Town of Dunnville Community Policing
Fax 905-772-3322ext3697
(Western Region)
HOURS: 8:00-4:30

Hwy. 129
P. O. Box 250
Chapleau P0M 1K0
705-864-1715
1-800-461-7867 (Toll-free) Crime Stoppers
Fax 705-864-1715ext3197
(North East Region)
OTHER LANGUAGES: French
HOURS: 8:00-4:00

535 Park Ave. E.
P. O. Box 990
Chatham N7M 5L6
519-352-1122
1-800-265-7500 (Toll-free) Crime Stoppers
Fax 519-352-1122ext2197
(Western Region)

Gull River Range
Pt. Lot 18
P. O. Box 329
Coboconk K0M 1K0
705-454-3311
705-328-2121 Crime Stoppers
Fax 705-454-3311ext3897
(Central Region)
HOURS: 7:00-4:00

1165 Division St.
P. O. Box 8
Cobourg K9A 4K2
905-372-5421
905-372-4700 Crime Stoppers
Fax 905-372-5421ext3297
(Central Region)
OTHER LANGUAGES: French
HOURS: 8:15-4:30

64 Third Ave.
P. O. Box 820
Cochrane P0L 1C0
705-272-4391
1-800-461-7867 (Toll-free) Crime Stoppers
Fax 705-272-4391ext3297
(North East)
OTHER LANGUAGES: French
HOURS: 8:00-4:00

285 Hwy. 17 W.
P. O. Box 1898
Deep River K0J 1P0
613-584-9456
1-800-267-8477 (Toll-free) Crime Stoppers
Fax 613-584-9456ext3897
(Eastern Region)
OTHER LANGUAGES: French
HOURS: 6:30-12:00 midnight

6 Lionel Ave.
P. O. Box 340
Dowling P0M 1R0
705-855-4525
1-800-461-4899 (Toll-free) Crime Stoppers
Fax 705-855-4525ext3197
(North Eastern Region)
OTHER LANGUAGES: French
HOURS: 8:00-4:00

389 Government Rd.
P. O. Box 550
Dryden P8N 2Z2
807-223-2221
1-800-465-8477 (Toll-free) Crime Stoppers
807-227-2111 Vermilion Bay Community Policing
Fax 807-223-2221ext3297
(North West Region)
HOURS: 8:00-4:00

Hwy. 401 & Currie Rd.
P. O. Box 9
Dutton N0L 1J0
519-762-2833
1-800-265-4444 (Toll-free) Crime Stoppers
Fax 519-762-2833ext3597
(Western Region)
HOURS: 8:30-4:30

Hwy. 105
P. O. Box 126
Ear Falls P0V 1T0
807-222-3112
1-800-465-8477 (Toll-free) Crime Stoppers
Fax 807-222-3112ext3397
(North West Region)
HOURS: 8:00-4:00

Third St.
P. O. Box 40
Elk Lake P0J 1G0
705-678-2226
1-800-461-7373 (Toll-free) Crime Stoppers
Fax 705-678-2226ext3397
(North East Region)

P. O. Box 353
Emo P0W 1E0
807-482-2070
1-800-465-8477 (Toll-free) Crime Stoppers
Fax 807-482-2070ext3497
(North West Region)
HOURS: 8:00-4:00

Box 1019
Englehart P0J 1H0
705-544-2233
1-800-461-7373 (Toll-free) Crime Stoppers
705-563-2728 Tri-Town Line
Fax 705-544-2233ext3497
(North East Region)
OTHER LANGUAGES: French
HOURS: 8:00-4:00

Hwy. 401, Interchange 21
P. O. Box 910
Essex N8M 2Y2
519-776-5276
519-258-8477 Crime Stoppers
Fax 519-776-5276ext3197
(Western Region)
OTHER LANGUAGES: French
HOURS: 8:00-4:00

245 Main St. N.
Exeter N0M 1S3
519-235-1300
1-800-265-1777 (Toll-free) Crime Stoppers
Fax 519-235-1313
(Western Region)
HOURS: 8:15-4:30

Sherry St.
P. O. Box 160
Foleyet P0M 1T0
705-899-2456
1-800-461-7867 (Toll-free) Crime Stoppers
Fax 705-899-2456ext3397
(North East Region)
OTHER LANGUAGES: French
HOURS: 8:00-4:00

101 Broadway St.
P. O. Box 130
Forest N0N 1J0
519-786-2349
1-800-265-7500 (Toll-free) Crime Stoppers
Fax 519-786-2349ext3797
(West Region)
HOURS: 8:00-4:00

R. R. 1, Jct. Hwys. 32 & 401
P. O. Box 130
Gananoque K7G 2T7
613-382-2195
613-634-8477 Crime Stoppers
Fax 613-634-2294 Crime Stoppers
Fax 613-382-2195ext3597
(East Region)
OTHER LANGUAGES: French
HOURS: 8:00-4:30

901 Main St.
P. O. Box 339
Geraldton P0T 1M0
807-854-1333
1-800-465-6844 (Toll-free) Crime Stoppers
Fax 807-854-1333ext3297
(North West Region)
OTHER LANGUAGES: French
HOURS: 8:00-4:30

157 Water St.
P. O. Box 306
Glencoe N0L 1M0
519-287-2620
1-800-265-4444 (Toll-free) Crime Stoppers
Fax 519-762-2833
(West Region)
HOURS: 8:00-4:00

R. R. 2, Hwy. 21
P. O. Box 6
Goderich N7A 3Y5
519-524-8314
1-800-265-1777 (Toll-free) Crime Stoppers
519-529-7921 Dungannon Community Policing
519-565-2200 Bayfield Community Policing
519-482-3162 Vanastra Community Policing
Fax 519-524-1336 Crime Stoppers Fax
Fax 519-524-4434
(West Region)
HOURS: 8:30-4:30

Lowe Ave.
P. O. Box 40
Gogama P0M 1W0
705-894-2345
1-800-461-7867 (Toll-free) Crime Stoppers
Fax 705-894-2345ext3497
(North East Region)
OTHER LANGUAGES: French
HOURS: 9:00-4:30

Gore Bay/Mindemoya
Jct. Hwys. 540 & 542
P. O. Box 224
Gore Bay P0P 1H0
705-377-5386 Mindemoya Sub-Office
1-800-461-4899 (Toll-free) Crime Stoppers
705-282-2621 Gore Bay
Fax 705-282-2621ext3397
Fax 705-377-5386ext3797 Mindemoya Sub-Office
(North East Region)
HOURS: 8:00-4:00

58 Main St.
P. O. Box 460
Grand Bend N0M 1T0
519-238-2345
Fax 519-238-2345ext4297
(West Region)
HOURS: 8:00-4:00

General Delivery
Grassy Narrows P0X 1B0
807-925-2221
1-800-465-8477 (Toll-free) Crime Stoppers
Fax 807-925-2221ext3597
(North West Region)
OTHER LANGUAGES: French
HOURS: 8:00-4:00

218 Bristol St.
Guelph N1H 3M4
519-822-7250
1-800-265-1622 (Toll-free) Crime Stoppers
Fax 519-822-3020
(Western Region)
HOURS: 8:15-4:30

Hwy. 558
P. O. Box 458
Haileybury P0J 1K0
705-672-3323
1-800-461-7373 (Toll-free) Crime Stoppers
Fax 705-672-3323ext3597
(North East Region)
OTHER LANGUAGES: French
HOURS: 8:00-4:30

Hwy. 34
P. O. Box 305
Hawkesbury K6A 2R9
613-632-2729
1-800-267-8477 (Toll-free) Crime Stoppers
Fax 613-632-2729ext3397
(East Region)
OTHER LANGUAGES: French
HOURS: 8:15-4:30

1019 Front St.
P. O. Box 608
Hearst P0L 1N0
705-362-4245
1-800-461-7867 (Toll-free) Crime Stoppers
Fax 705-362-4245ext3597
(North East Region)
OTHER LANGUAGES: French
HOURS: 8:00-4:30

200 Front St.
P. O. Box 10
Hornepayne P0M 1Z0
807-868-2315
1-800-461-8326 (Toll-free) Crime Stoppers
Fax 807-868-2315ext3397
(North East Region)
OTHER LANGUAGES: French
HOURS: 8:00-4:00

1 Hanes Rd.
P. O. Box 1056
Huntsville P0A 1K0
705-789-5551
705-789-2677 Huntsville Comm. Policing
1-800-461-8477 (Toll-free) Crime Stoppers
705-635-2212 Dwight Community Policing
705-385-1673 Port Sydney Community Policing
705-767-2585 Baysville Community Policing
Fax 705-789-7666
(Central Region)
HOURS: 8:00-4:00

Hwy. 17
P. O. Box 158
Ignace P0T 1T0
807-934-2265
1-800-465-8477 (Toll-free) Crime Stoppers
Fax 807-934-2265ext3697
(North West Region)
OTHER LANGUAGES: French
HOURS: 8:00-4:00

Hwy. 67
P. O. Box 1120
Iroquois Falls P0K 1G0
705-232-4087
1-800-461-7867 (Toll-free) Crime Stoppers
Fax 705-232-4087ext3697
(North East Region)
OTHER LANGUAGES: French
HOURS: 8:00-4:00

Jct. Hwy. 41 & 7
P. O. Box 10
Kaladar K0H 1Z0
613-336-2244
1-800-267-7878 (Toll-free) Crime Stoppers
Fax 613-336-2244ext3797
Fax 613-634-2294 Crime Stoppers
(East Region)
HOURS: 8:30-4:30

Shabaqua Detachment
R. R. 2
Hwy. 11-17
Kaministiquia P0T 1X0
807-933-4462
1-800-465-6844 (Toll-free) Crime Stoppers
Fax 807-933-4462ext4197
(North West Region)
HOURS: 8:00-4:30

937 Teron Rd.
P. O. Box 13490
Kanata K2K 1X6
613-592-6061
613-233-8477 Crime Stoppers
613-591-6054 Community Policing Office
Fax 613-592-2982
(Eastern Region)
OTHER LANGUAGES: French
HOURS: 8:00-4:15

Ottawa Office
P. O. Box 13490
Kanata K2K 1X6
613-828-9171
613-233-8477 Crime Stoppers
613-838-3536 Richmond Community Policing
613-831-3298 Stittsville Community Policing
613-838-3759 Munster Community Policing
Fax 613-592-2982
(Eastern Region)
OTHER LANGUAGES: French
HOURS: 10:00-10:00

356 Government Rd.
P. O. Box 277
Kapuskasing P5N 2Y4
705-335-2238
1-800-461-7867 (Toll-free) Crime Stoppers
Fax 705-335-2238ext3797
(North East Region)
OTHER LANGUAGES: French
HOURS: 8:00-4:00

Hwy. 43 at Barnes St.
P. O. Box 160
Kemptville K0G 1J0
613-258-3441
1-800-267-7878 (Toll-free) Crime Stoppers
613-269-3139 Merrickville Community Policing
Fax 613-634-2294 Crime Stoppers
Fax 613-258-3441ext3797
(Eastern Region)
HOURS: 8:30-4:30

350 Hwy. 17A
P. O. Box 1080
Kenora P9N 3X7
807-548-5534
1-800-465-8477 (Toll-free) Crime Stoppers
Fax 807-548-5534
(North West Region)
OTHER LANGUAGES: French
HOURS: 8:00-4:00

Hwy. 60
R. R. 2
Killaloe K0J 2A0
613-757-2600
1-800-267-8477 (Toll-free) Crime Stoppers
613-756-0339 Barry's Bay Community Policing
613-628-2607 Eganville Community Policing
Fax 613-757-2600ext3697
(Eastern Region)
HOURS: 8:15-4:15

55 Charles St.
General Delivery
Killarney P0M 2A0
705-287-2881
1-800-461-4899 (Toll-free) Crime Stoppers
Fax 705-287-2881ext3497
(North East Region)
HOURS: 8:00-4:00

West Carleton Detachment
5670 Carp Rd.
Kinburn K0A 2H0
613-832-1919
613-233-8477 Crime Stoppers
Fax 613-839-5566ext4297
(Eastern Region)

Hwy. 21 N.
P. O. Box 40
Kincardine N2Z 2Y6
519-396-3341
1-800-265-3787 (Toll-free) Crime Stoppers
Fax 519-396-4526
(North East Region)
HOURS: 8:00-4:30

South Frontenac Detachment
500 O'Connor Dr.
Kingston K7P 1N3
613-384-2400
613-634-8477 Crime Stoppers
Fax 613-634-2294 Crime Stoppers
Fax 613-384-2400ext3297
(Eastern Region)
HOURS: 8:00-4:30

Kingston Municipal Detachment
500 O'Connor Dr.
Kingston K7P 1N3
613-384-4700
613-634-8477 Crime Stoppers
Fax 613-384-4700ext3297
Fax 613-634-2294 Crime Stoppers
(Eastern Region)
HOURS: 8:00-4:30

Gosfield South Twp. Detachment
2021 Division Rd. N.
Kingsville N9Y 2Y9
519-733-2345
519-258-8477 Crime Stoppers
Fax 519-733-2345ext4597
(Western Region)
HOURS: 8:00-4:00

134 Pine St.
P. O. Box 160
Lancaster K0C 1N0
613-347-2449
1-800-265-8477 (Toll-free) Crime Stoppers
Fax 613-347-2449ext3497
(Eastern Region)
OTHER LANGUAGES: French
HOURS: 8:00-4:30

21 Angeline St. N.
Lindsay K9V 5B7
705-324-6741
705-328-2121 Crime Stoppers
Fax 705-324-6741ext3397
(Central Region)
OTHER LANGUAGES: French
HOURS: 8:00-4:30

67 Main St.
P. O. Box 70
Lion's Head N0H 1W0
519-793-3332
1-800-265-3787 (Toll-free) Crime Stoppers
Fax 519-793-3344
(Western Region)
HOURS: 8:15-4:30

360 Wallace Ave. N.
P. O. Box 160
Listowel N4W 3H2
519-291-1414
1-800-265-8585 (Toll-free) Perth County Crime Stoppers
Fax 519-291-5414
(Western Region)
HOURS: 8:15-4:30

12 Campbell St. E.
P. O. Box 490
Little Current P0P 1K0
705-368-2200
1-800-461-4899 (Toll-free) Crime Stoppers
Fax 705-368-2200ext3597
(North East Region)
HOURS: 8:30-4:30

823 Exeter Rd.
London N6E 1W1
519-681-0300
1-800-265-4444 (Toll-free) Crime Stoppers
519-268-2016 N. Dorchester Twp. Comm. Policing
(Western Region)
HOURS: 8:00-4:00

Mille Roches Rd., Hwy. 2
P. O. Box 430
Long Sault K0C 1P0
613-534-2223
1-800-267-8477 (Toll-free) Crime Stoppers
613-537-8748 Ingleside Community Policing
613-984-0192 Finch Community Policing
Fax 613-534-2223ext2197
(Eastern Region)
OTHER LANGUAGES: French
HOURS: 8:00-4:30

Hwy. 11
P. O. Box 218
Longlac P0T 2A0
807-876-2248
1-800-465-6844 (Toll-free) Crime Stoppers
Fax 807-876-2248ext3497
(North West Region)
OTHER LANGUAGES: French
HOURS: 8:00-4:00

103 Main St.
P. O. Box 269
Lucan N0M 2J0
519-227-4423
1-800-265-4444 (Toll-free) Crime Stoppers
519-293-3921 Ailsa Craig Community Policing
519-661-0262 London Twp. Community Policing
Fax 519-227-4423ext3797
(Western Region)
HOURS: 8:00-4:00

Hwy. 7
P. O. Box 490
Madoc K0K 2K0
613-473-4234
1-800-267-4357 (Toll-free) Crime Stoppers
613-472-6043 Marmora Community Policing
613-478-1830 Tweed Community Policing
613-473-5255 Madoc Community Policing
Fax 613-473-4234ext3597
(Eastern Region)
HOURS: 8:00-4:30

Manitou Rd.
General Delivery
Manitouwadge P0T 2C0
807-826-4641
1-800-465-6844 (Toll-free) Crime Stoppers
Fax 807-826-4641ext3597
(North West Region)
HOURS: 8:00-4:30

15504 Hwy. 6
P. O. Box 39
Manitowaning P0P 1N0
705-859-3155
1-800-461-4899 (Toll-free) Crime Stoppers
Fax 705-859-3155ext3697
(North East Region)

1165 John St.
P. O. Box 909
Manotick K4M 1A8
613-692-2525
613-821-1462 Metcalfe Comm. Policing
613-826-0580 Osgoode Comm. Policing
613-233-8477 Crime Stoppers
613-821-3122
Fax 613-692-2525ext4197
(Eastern Region)
OTHER LANGUAGES: French
HOURS: 8:00-4:30

6 Hemlo Dr.
P. O. Box 490
Marathon P0T 2E0
807-229-0220
1-800-465-6844 (Toll-free) Crime Stoppers
Fax 807-229-0220ext3697
(North West Region)
OTHER LANGUAGES: French
HOURS: 8:30-4:30

23A St. E.
P. O. Box 433
Markdale N0C 1H0
519-986-2211
1-800-265-3787 (Toll-free) Crime Stoppers
Fax 519-986-2219
(Western Region)
HOURS: 8:00-4:30

392 Railway St.
P. O. Box 602
Matheson P0K 1N0
705-273-2213
1-800-461-7867 (Toll-free) Crime Stoppers
Fax 705-273-2213ext3897
(North East Region)
OTHER LANGUAGES: French
HOURS: 8:30-430

770 John St.
P. O. Box 280
Mattawa P0H 1V0
705-744-5503
1-800-461-7373 (Toll-free) Crime Stoppers
Fax 705-744-5503ext3797
(North East Region)
OTHER LANGUAGES: French
HOURS: 8:00-4:00

6 Mechanic St. W.
P. O. Box 430
Maxville K0C 1T0
613-527-2124
613-233-8477 Crime Stoppers
Fax 613-527-2124ext3997
(Eastern Region)
OTHER LANGUAGES: French
HOURS: 8:00-4:30

Hwy. 26E
P. O. Box 3400
Meaford N0H 1Y0
519-538-1220
1-800-265-3787 (Toll-free) Crime Stoppers
Fax 519-538-1262
(Western Region)
HOURS: 8:30-4:30

22 Erie St. S.
P. O. Box 27
Merlin N0P 1W0
519-352-1122
(Western Region)

Hwy. 93
P. O. Box 250
Midland L4R 4K8
705-526-3761
705-534-4523 Port Mcnicoll Comm. Policing
1-800-461-8477 (Toll-free) Crime Stoppers
705-756-4601 Honey Harbour Community Policing
705-526-4204 Tiny Township Community Policing
705-534-4614 Victoria Harbour Community Policing
Fax 705-526-6700
(Central Region)
OTHER LANGUAGES: French
HOURS: 8:30-4:30

L. 13, C4, Cavan Twp.
R. R. 2
P. O. Box 130
Millbrook L0A 1G0
705-932-2913
Fax 705-932-2913ext3997
(Central Region)
HOURS: 8:30-4:15

203 Steeles Ave.
Milton L9T 1Y1
905-878-2307
Fax 905-878-2307ext3197
(Greater Toronto Region)
HOURS: 8:00-4:15

Winnipeg Ave.
P. O. Box 1
Minaki P0X 1J0
807-224-3341
1-800-465-8477 (Toll-free) Crime Stoppers
Fax 807-224-3341ext3897
(North West Region)
HOURS: 8:00-4:00

Jct. Hwy. 35 & Prince St.
P. O. Box 58
Minden K0M 2K0
705-286-1431
705-286-1431ext3697
(Central Region)
HOURS: 8:00-4:30

Port Credit Detachment
49 Service Rd. S.
Mississauga L5G 2R8
905-278-6131
416-222-8477 Crime Stoppers
Fax 905-278-6131ext3297
(Greater Toronto Region)
OTHER LANGUAGES: French
HOURS: 8:00-4:00

31 First St.
P. O. Box 278
Moosonee P0L 1Y0
705-336-2320
705-658-4886 Moose Factory
1-800-461-7867 (Toll-free) Crime Stoppers
Fax 705-336-2443
(North East Region)
HOURS: 8:00-5:00

Hwy. 31 & Hwy. 2
P. O. Box 855
Morrisburg K0C 1X0
613-543-2949
1-800-265-8477 (Toll-free) Crime Stoppers
Fax 613-543-2949ext3597
(Eastern Region)
HOURS: 8:15-4:30

630 Main St. N.
P. O. Box 3250
Mount Forest N0G 2L0
519-323-3130
1-800-265-1622 (Toll-free) Wellington County Crime Stoppers
1-800-265-3787 (Toll-free) Grey County Crime Stoppers
Fax 519-323-3876
(Western Region)
OTHER LANGUAGES: French
HOURS: 8:15-4:30

470 Centre St.
Napanee K7R 1P8
613-354-3369
613-634-8477 Crime Stoppers
Fax 613-354-3369ext3397
Fax 613-634-2294 Crime Stoppers
(Eastern Region)

5345 Stanley Ave.
P. O. Box 358
Niagara Falls L2E 6T8
905-356-1311
Fax 905-356-1311ext3797
(Western Region)
OTHER LANGUAGES: French
HOURS: 8:15-4:30

Hwy. 11-17 W.
P. O. Box 187
Nipigon P0T 2J0
807-887-2637
1-800-465-6844 (Toll-free) Crime Stoppers
Fax 807-887-1637ext3897
(North West Region)
HOURS: 8:00-4:30

Hwy. 64 S.
P. O. Box 96
Noelville P0M 2N0
705-898-2211
1-800-461-4899 (Toll-free) Crime Stoppers
Fax 705-898-2211ext3897
(North East Region)

867 Gormanville Rd.
P. O. Box 21012
North Bay P1B 9N8
705-495-3878
705-476-8477 Crime Stoppers
1-800-461-7373 (Toll-free) Crime Stoppers
Fax 705-495-3878ext3197
(North East Region)
OTHER LANGUAGES: French
HOURS: 8:00-4:15

Downsview Detachment
2682 Keele St.
North York M3M 3G5
416-235-4981
461-222-8477 Crime Stoppers
Fax 416-235-4981ext3197
(Greater Toronto Region)
OTHER LANGUAGES: French
HOURS: 8:30-4:30

1080 Mississauga St. W.
P. O. Box 206
Orillia L3V 6J3
705-326-3536
705-686-7131 Coldwater Comm. Policing
705-689-1434 Cumberland Beach Comm. Policing
1-800-461-8477 (Toll-free) Crime Stoppers
705-484-1578 Brechin (Mara Twp.) Comm. Policing
705-325-7773 Rama Reserve Community Policing
Fax 705-326-4126
(Central Region)
HOURS: 8:00-4:00

655 Ninth Ave. E.
P. O. Box 486
Owen Sound N4K 5P7
519-376-3433
1-800-265-3787 (Toll-free) Crime Stoppers
Fax 519-376-7827
(Western Region)
HOURS: 8:00-5:00

35 Tudhope St.
Parry Sound P2A 2H9
705-746-4225
1-800-461-7373 (Toll-free) Crime Stoppers
Fax 705-746-4225ext3897
(North East Region)
HOURS: 8:00-4:30

162 Agnes St.
P. O. Box 185
Pembroke K8A 4M2
1-800-267-8477 (Toll-free) Crime Stoppers
613-735-0188
Fax 613-735-0188ext3197
(Eastern Region)

75 Dufferin St.
P. O. Box 160
Perth K7H 3E3
613-267-2626
1-800-267-7878 (Toll-free) Crime Stoppers
Fax 613-267-2626
Fax 613-634-2294 Crime Stoppers
(Eastern Region)
OTHER LANGUAGES: French
HOURS: 8:30-4:30

Kawartha
453 Lansdowne St. E.
P. O. Box 477
Peterborough K9J 6Z6
705-742-0401
705-745-9000 Crime Stoppers
Fax 705-742-0401
(Central Region)
HOURS: 8:15-4:30

4218 Oil Heritage Rd.
Hwy. 21
P. O. Box 400
Petrolia N0N 1R0
519-882-1011
1-800-265-7500 (Toll-free) Crime Stoppers
519-882-2347 Petrolia Sub-Office
519-898-2883 Alvinston/Brooke Community Policing
519-876-2740 Watford Community Policing
519-845-0720 Wyoming Community Policing
Fax 519-882-1011ext3597
(Western Region)
HOURS: 8:00-4:00

Anne St.
P. O. Box 70
Pickle Lake P0V 3A0
807-928-2211
1-800-465-8477 (Toll-free) Crime Stoppers
Fax 807-928-2268
(North West Region)
HOURS: 8:00-4:30

Hwy. 33 W.
P. O. Box 1490
Picton K0K 2T0
613-476-2151
1-800-267-4357 (Toll-free) Crime Stoppers
Fax 613-476-2151ext3697
(Eastern Region)
HOURS: 8:00-4:00

Norfolk Detachment
Hwy. 59
P. O. Box 68
Port Rowan N0E 1M0
519-586-3526
519-586-7481 Port Rowan Comm. Policing
519-688-3444 Courtland Comm. Policing
519-875-2980 Langton Line
1-800-263-6966 (Toll-free) Crime Stoppers
Fax 519-586-3526ext3397
(Western Region)
HOURS: 8:30-4:30

Hwy. 11 & Clark St.
P. O. Box 99
Powassan P0H 1Z0
705-724-2016
1-800-461-7373 (Toll-free) Crime Stoppers
Fax 705-724-2016ext3997
(North East Region)
HOURS: 8:00-4:30

1040 Edward St. N.
P. O. Box 399
Prescott K0E 1T0
613-925-4221
1-800-267-7878 (Toll-free) Crime Stoppers
613-658-2501 Spencerville Community Policing
613-657-3344 Cardinal Community Policing
Fax 613-634-2294 Crime Stoppers
Fax 613-925-4221 ext3497
(Eastern Region)
HOURS: 8:30-4:30

622 Atwood Ave.
Rainy River P0W 1L0
807-852-3271
1-800-465-8477 (Toll-free) Crime Stoppers
Fax 807-852-3517ext3997
(North West Region)
HOURS: 8:15-4:30

115 Howey St.
P. O. Box 342
Red Lake P0V 2M0
807-727-2418
1-800-465-8477 (Toll-free) Crime Stoppers
Fax 807-727-2418ext4197
(North West Region)
HOURS: 8:00-4:00

532 Stewart St. N.
Renfrew K7V 1Y6
613-432-5811
1-800-661-1551 (Toll-free) Crime Stoppers
613-623-8179 McNab Community Policing
Fax 613-432-5811ext3397
(Eastern Region)
OTHER LANGUAGES: French
HOURS: 8:00-4:00

74 Erie St. S.
P. O. Box 730
Ridgetown N0P 2C0
519-352-1122
519-351-8477 Crime Stoppers
1-800-265-7500 (Toll-free) Crime Stoppers
519-674-5496
Fax 519-674-5496ext3497
(Western Region)
HOURS: 9:00-4:00

Rockcliffe Park Mun. Detachment
350 Springfield Rd.
Rockcliffe Park K1M 0K7
613-749-9220
613-237-8477 Crime Stoppers
Fax 613-749-9220ext4397
(Eastern Region)
OTHER LANGUAGES: French
HOURS: 9:00-5:00

Chemin de la Baie
P. O. Box 520
Rockland K4K 1K6
613-446-5124
613-233-8477 Crime Stoppers
Fax 613-446-5124ext3697
(Eastern Region)
OTHER LANGUAGES: French
HOURS: 8:00-4:00

Sauble Beach (Summer)
21 Sauble Falls Pkwy.
General Delivery
Sauble Beach N0H 2G0
519-422-1670
Fax 519-422-3346
(Western Region)
HOURS: 8:30-4:30

742 Great Northern Rd.
P. O. Box 399
Sault Ste. Marie P6A 5M1
705-945-6833
1-800-461-8326 (Toll-free) Crime Stoppers
Fax 705-945-6833ext3797
(North East Region)
HOURS: 8:15-4:30

23 Kingsway Rd.
P. O. Box 400
Schreiber P0T 2S0
807-824-2333
1-800-465-6844 (Toll-free) Crime Stoppers
Fax 807-824-2333ext3997
(North West Region)
HOURS: 8:30-4:30

380 Huron Rd.
P. O. Box 38
Sebringville N0K 1X0
519-393-6123
519-393-5160 Crime Stoppers
519-625-8342 Shakespeare Community Policing
Fax 519-393-6125
(Western Region)
HOURS: 8:00-4:30

Jct. Hwy. 7 & 38
P. O. Box 220
Sharbot Lake K0H 2P0
613-279-2195
1-800-267-7878 (Toll-free) Crime Stoppers
Fax 613-279-2195ext3897
Fax 613-634-2294 Crime Stoppers
(Eastern Region)
HOURS: 8:00-4:30

Hwy. 10/24/89
Shelburne L0N 1S0
519-925-3838
519-928-2019 Grand Valley Comm. Policing
1-800-461-8477 (Toll-free) Crime Stoppers
519-942-8903 Mono Twp. Community Policing
Fax 519-925-6462
(Central Region)
HOURS: 8:30-4:30

Hwy. 3
P. O. Box 738
Simcoe N3Y 4T2
519-426-3434
519-428-5144 Charlotteville Twp. Comm. Policing
1-800-263-6966 (Toll-free) Crime Stoppers
Fax 519-426-3434ext3297
(Western Region)
HOURS: 8:00-4:30

18 1/2 4th Ave. N.
P. O. Box 128
Sioux Lookout P8T 1A1
807-737-2020
1-800-465-8477 (Toll-free) Crime Stoppers
Fax 807-737-2020ext4297
(North West Region)
HOURS: 8:15-4:30

Northwest Patrol Unit
Airport Rd.
Box 128
Sioux Lookout P8T 1A1
807-737-1383
1-800-465-8477 (Toll-free) Crime Stoppers
Fax 807-737-1383
(North West Region)

Hwy. 71
P. O. Box 355
Sioux Narrows P0X 1N0
807-226-5211
1-800-465-8477 (Toll-free) Crime Stoppers
Fax 807-226-5211ext4397
(North West Region)
HOURS: 8:00-4:00

5 Sixth Ave. W.
P. O. Box 880
Smooth Rock Falls P0L 2B0
705-338-2711
1-800-461-7867 (Toll-free) Crime Stoppers
Fax 705-338-2711ext3997
(North East Region)
OTHER LANGUAGES: French
HOURS: 9:00-5:00

3530 St. Clair Pkwy.
P. O. Box 130
Sombra N0P 2H0
519-892-3404
1-800-265-7500 (Toll-free) Crime Stoppers
519-867-3054
519-862-1431/32 Corunna Community Policing
Fax 519-892-3404ext3697
(Western Region)

Hwy. 101 & Legion Dr.
P. O. Box 700
South Porcupine P0N 1H0
705-235-3345
1-800-461-7867 (Toll-free) Crime Stoppers
Fax 705-235-3345ext4197
(North East Region)
OTHER LANGUAGES: French
HOURS: 8:30-4:30

Cty. Rd. 45 at Hwy. 4
Lot 5, Conc. 6, Yarmouth R. #5
P. O. Box 22045
St. Thomas N5R 6A1
519-631-2920
1-800-265-4444 (Toll-free) Crime Stoppers
519-782-3934 Port Stanley Community Policing
519-644-0084 Belmont Community Policing
Fax 519-631-2920ext3297
(Western Region)
HOURS: 8:00-4:30

Hwy. 81 (N. of Strathroy/S. Hwy.402)
P. O. Box 69
Strathroy N7G 3J1
519-245-2323
1-800-265-4444 (Toll-free) Crime Stoppers
519-264-9558 Mt. Brydges Community Policing
519-294-0011 Parkhill Community Policing
519-657-8110 Komoka-Lobo Twp. Community Policing
Fax 519-245-2323ext3697
(Western Region)
HOURS: 8:00-4:30

11 Front St.
P. O. Box 1000
Sturgeon Falls P0H 2G0
705-753-2990
1-800-461-7373 (Toll-free) Crime Stoppers
Fax 705-753-2990ext4197
(North East Region)
OTHER LANGUAGES: French
HOURS: 8:30-4:30

McFarlane Lake Govt. Complex
3767 Hwy. 69 S., Ste. 1
Sudbury P3G 1E3
705-523-6900
1-800-461-4899 (Toll-free) Crime Stoppers
Fax 705-688-3115ext2197
(North East Region)
OTHER LANGUAGES: French
HOURS: 8:15-4:30

1390 Government Rd. W.
Box 100
Swastika P0K 1T0
705-567-5355
1-800-461-7373 (Toll-free) Crime Stoppers
Fax 705-567-5355ext3697
(North East Region)

Tecumseh Municipal Detachment
917 Lesperance Rd.
Tecumseh N8N 1W9
519-735-2424
519-258-8477 Crime Stoppers
Fax 519-735-2424ext4397
(Western Region)
HOURS: 9:00-5:00

5th Ave.
P. O. Box 340
Temagami P0H 2H0
705-569-3633
1-800-461-7373 (Toll-free) Crime Stoppers
Fax 705-569-3633ext4297
(North East Region)
HOURS: 8:15-4:30

Jct. Hwy. 17 & 129
P. O. Box 160
Thessalon P0R 1L0
705-842-3243
1-800-461-8326 (Toll-free) Crime Stoppers
Fax 705-842-3243ext3497
(North East Region)
OTHER LANGUAGES: French
HOURS: 8:00-4:00

R. R. 2
2787 Hwy. 11/17
Thunder Bay P7C 4V1
807-939-2133
1-800-465-6844 (Toll-free) Crime Stoppers
Fax 807-979-2133ext3397
(North West Region)
HOURS: 8:00-4:30

John Pound Rd. & Hwy. 3
Box 96
Tillsonburg N4G 4H3
519-866-5600
519-842-3633
1-800-263-6966 (Toll-free) Crime Stoppers
Fax 519-842-3633ext3397
(Western Region)
HOURS: 8:00-4:30

Tobermory (Summer)
Hwy. 6
Box 130
Tobermory N0H 2R0
519-596-2426
Fax 519-596-2427
(Western Region)

Hwy. 17
Box 200
Upsala P0T 2Y0
807-986-2211
1-800-465-6844 (Toll-free) Crime Stoppers
Fax 807-986-2211ext4397
(North West Region)
HOURS: 8:00-2:00

61 Connell Ave.
Box 159
Virginiatown P0K 1X0
705-634-2151
1-800-461-7373 (Toll-free) Crime Stoppers
Fax 705-634-2151ext4397
(North East Region)
HOURS: 9:00-4:00

1319 Yonge St. S.
Box 247
Walkerton N0G 2V0
519-881-3130
1-800-265-3787 (Toll-free) Crime Stoppers
Fax 519-881-3139
(Western Region)
HOURS: 8:15-4:30

Hwy. 17 E.
Box 100
Warren P0H 2N0
705-967-2913
1-800-461-4899 (Toll-free) Crime Stoppers
Fax 705-967-2913ext4297
(North East Region)
OTHER LANGUAGES: French
HOURS: 8:00-4:00

Huronia West
1000 River Rd. W.
Box 140
Wasaga Beach L0L 2P0
705-429-3575
1-800-461-8477 (Toll-free) Crime Stoppers
705-429-7869 Wasaga Beach Community Policing
705-322-1244 Elmvale Community Policing
705-428-3889 Stayner Community Policing
705-428-5105 Stayner Community Policing
Fax 705-429-3616
(Central Region)

Hwy. 17
P. O. Box 19
Wawa P0S 1K0
705-856-2233
1-800-461-8326 (Toll-free) Crime Stoppers
Fax 705-856-2233ext3597
(North East Region)
OTHER LANGUAGES: French
HOURS: 8:00-5:00

Concession St.
Box 31
Westport K0G 1X0
613-273-2812
1-800-267-7878 (Toll-free) Crime Stoppers
Fax 613-273-2812ext3997
Fax 613-634-2294 Crime Stoppers
(Eastern Region)
HOURS: 8:00-4:00

27 Talbot St.
P. O. Box 81
Wheatley N0P 2P0
519-825-4313
519-351-8477 Crime Stoppers
1-800-265-7500 (Toll-free) Crime Stoppers
(Western Region)
HOURS: 9:00-5:00

1302 Henry St.
Box 57
Whitby L1N 5R7
905-668-3388
905-436-8477 Crime Stoppers Durham Region
Fax 905-668-3388ext3397
(Greater Toronto Region)

Hwy. 17
Box 249
White River P0M 3G0
807-822-2112
1-800-461-8326 (Toll-free) Crime Stoppers
Fax 807-822-2112ext3697
(North East Region)
HOURS: 8:00-4:30

Hwy. 60
Box 131
Whitney K0J 2M0
613-637-2622
Fax 613-637-2622ext4197
(Eastern Region)
HOURS: 8:00-4:00

Hwy. 6
Box 460
Wiarton N0H 2T0
519-534-1323
1-800-265-3787 (Toll-free) Crime Stoppers
Fax 519-534-1334
(Western Region)
HOURS: 8:30-4:30

32 Bristol Terrace
Box 24
Wingham N0G 2W0
519-357-1331
1-800-265-1777 (Toll-free) Crime Stoppers
Fax 519-357-1413
(Western Region)
HOURS: 8:15-4:30

478 Main St. E.
P. O. Box 423
Winchester K0C 2K0
613-774-2603
1-800-265-8477 (Toll-free) Crime Stoppers
Fax 613-774-2603ext3797
(Eastern Region)
OTHER LANGUAGES: French
HOURS: 8:00-5:00

Hwy. 401 & Exit 31
Box 38
Woodstock N4S 7W5
519-539-9811
519-421-8477 (Toll-free) Crime Stoppers
Fax 519-539-9811ext3197
(Western Region)
HOURS: 8:00-4:30

REGIONS

Greater Toronto Region
100 Bloomington Rd. W.
Box 2500
Aurora L4G 6J8
905-841-5777 Aurora
1-800-263-2277 (Toll-free) 24 Hrs-Aurora
1-800-263-2271 (Toll-free) (TTY) 24 Hrs-Aurora
905-681-2591 Burlington
1-800-263-4242 (Toll-free) 24 Hrs-Burlington
1-800-263-4246 (Toll-free) (TTY) 24 Hrs-Burlington
Fax 905-841-7888 Aurora
Fax 905-333-3760 Burlington
OTHER LANGUAGES: French
HOURS: 8:00-4:00

Eastern Region
785 Midpark Drive
Kingston K7M 7G3
613-968-5547 Belleville
1-800-267-8919 (Toll-free) 24 Hrs-Perth
1-800-267-8917 (Toll-free) (TTY) 24 Hrs-Perth
613-634-4381 Kingston
613-267-6780 Perth
1-800-267-7444 (Toll-free) 24 Hrs-Belleville
1-800-267-7448 (Toll-free) (TTY) 24 Hrs-Belleville
613-534-2209 Long Sault
1-800-267-2677 (Toll-free) 24 Hrs-Long Sault
1-800-267-2671 (Toll-free) (TTY) 24 Hrs-Long Sault
Fax 613-968-2231 Belleville
Fax 613-634-4390 Kingston
Fax 613-267-3524 Perth
Fax 613-534-8176 Long Sault
HOURS: 8:00-4:30

Western Region
150 Dufferin Ave., Ste. 806
London N6A 5N6
519-661-6690 London
1-800-265-7191 (Toll-free) 24 Hrs-London
1-800-265-7198 (Toll-free) (TTY) 24 Hrs-London
519-661-6690 London
519-352-7660 Chatham
1-800-265-9888 (Toll-free) 24 Hrs-Chatham
1-800-265-9464 (Toll-free) (TTY) 24 Hrs-Chatham
519-323-4070 Mount Forest
1-800-265-2525 (Toll-free) 24 Hrs-Mount Forest
1-800-265-2529 (Toll-free) (TTY) 24 Hrs-Mount Forest
Fax 519-685-5653 London
Fax 519-661-6693 London
Fax 519-352-8591 Chatham
Fax 519-323-2234 Mount Forest
HOURS: 8:15-4:30

North East Region
P.O. Box 140, 875 Gormanville Road
North Bay P1B 8G8
705-495-3880 North Bay
1-800-263-6777 (Toll-free) 24 Hrs-Sudbury
1-800-263-6778 (Toll-free) (TTY) 24 Hrs-Sudbury
705-688-3120 Sudbury
1-800-461-6777 (Toll-free) 24 Hrs-North Bay
1-800-461-6778 (Toll-free) (TTY) 24 Hrs-North Bay
705-945-6836 Sault Ste. Marie
1-800-668-6777 (Toll-free) 24 Hrs-Sault Ste. Marie
1-800-668-6778 (Toll-free) (TTY) 24 Hrs-Sault Ste. Marie
705-235-3255 South Porcupine
1-800-661-6777 (Toll-free) 24 Hrs-South Porcupine
1-800-661-6778 (Toll-free) (TTY) 24 Hrs-South Porcupine)
Fax 705-688-3115/3125 Sudbury
Fax 705-495-3801 North Bay
Fax 705-945-6836ext2097 Sault Ste. Marie
Fax 705-235-2011ext2097 South Porcupine
OTHER LANGUAGES: French
HOURS: 8:00-4:30

Central Region
777 Memorial Ave., 3rd Flr
ORILLIA L3V 7V3
705-329-7401 Orillia
705-726-2220 Barrie
1-800-461-4455 (Toll-free) 24 Hrs-Barrie
1-800-461-4459 (Toll-free) (TTY) 24 Hrs-Barrie
705-748-5522 Peterborough
1-800-461-6488 (Toll-free) Peterborough
1-800-461-6487 (Toll-free) (TTY) Peterborough
Fax 705-726-0685 Barrie
Fax 705-748-4956 Peterborough

North West Region
489 North Algoma St.
Thunder Bay P7A 8B1
807-344-0891 Thunder Bay
1-800-468-6777 (Toll-free) 24
Hrs-Kenora
1-800-468-6778 (Toll-free) (TTY) 24
Hrs-Kenora
807-468-3357 Kenora
1-800-465-6777 (Toll-free) 24
Hrs-Thunder Bay
1-800-465-6778 (Toll-free) (TTY) 24
Hrs-Thunder Bay
Fax 807-468-3569 Kenora
Fax 807-343-2978 Thunder Bay
OTHER LANGUAGES: French
HOURS: 8:00-4:00

POLICING SERVICES DIVISION

25 Grosvenor, 12th Flr
Toronto M7A 2H3
416-314-3000
Fax 416-314-4037

The Policing Services Division is responsible for promoting policing excellence through training, developing professional standards and new programs, and providing an advisory and liaison service to the police community. The adequacy of programs and the quality of municipal police services in Ontario are monitored through inspections. Law enforcement is assisted by the maintenance of the Criminal Intelligence Service Ontario.

CRIMINAL INTELLIGENCE SERVICE ONTARIO
25 Grosvenor St., 9th Flr
Toronto M7A 1Y6
416-314-3050
Fax 416-314-3043

Criminal Intelligence Service Ontario (CISO) is a cooperative between the government and municipal, provincial and federal police agencies. CISO's mandate is to investigate and control organized crime in Ontario. It participates in a national network to collect, analyze and disseminate intelligence to government, police and the public. CISO administers funding for joint police investigations on organized crime.

ONTARIO POLICE COLLEGE
P.O. Box 1190, County Rd. 32
Alymer N5H 2T2
519-773-5361
Fax 519-773-5762

The Ontario Police College is designed to provide a complete training program for Ontario police services, from probationary constable through supervisory and management levels. Specialized training courses are offered in all situations where a need is demonstrated. In addition, the college develops programs to coordinate and complement in-service training undertaken at the individual service level. Distribution of annual publications (e.g., Calendar of Courses) is restricted to those police services, agencies, ministries, etc., interested in training of law enforcement and related enforcement personnel. the Ontario Police College maintains a museum displaying police exhibits for public viewing.

POLICE SUPPORT PROGRAMS BRANCH
25 Grosvenor St., 12th Flr
Toronto M7A 2H3
416-314-3010
Fax 416-314-3040

The Police Support Programs Branch consists of two sections: Inspectorate and Advisory Services, and Operations Support Services.

The Inspectorate and Advisory Services Section is primarily involved in the auditing/inspection of police services, as well as providing advice on a wide range of issues to Police Services Boards, Police Associations, Chiefs of Police and other Police Managers. This section derives its authority and mandate from section 3(2) of the Police Services Act.

The Operations Support Services is responsible for the application and control of the Canadian Police Information Centre (CPIC) system within the province. This role involves auditing police forces to ensure compliance with CPIC and Ontario policy, and managing the CPIC network. The section also operates the Suspension Control Centre, which maintains driver licence suspension information on CPIC.

PUBLIC APPOINTMENTS UNIT
25 Grosvenor St., 11th Flr
Toronto M7A 1Y6
416-314-9335
Fax 416-314-3536

The Public Appointments Unit, Policing Services Division, is responsible for administering the ministry's public appointments process. The unit monitors municipal police services board appointment terms and expires, and performs human resources functions including the search, outreach, screening and interviewing of applicants for final recommendation to the Minister's office. The unit prepares briefs and legal Orders-in-Council for all Police Services Board appointees, as well as for the Fire Marshal, the Ontario Provincial Police, the Ontario Police Arbitration Commission and the Ontario Board of Parole.

STANDARDS AND NEW PROGRAMS BRANCH
25 Grosvenor St., 12th Flr
Toronto M7A 2H3
416-314-3073
Fax 416-314-3092

This branch supports Ontario's police services through development of policing standards (administration, operations and equipment), assistance with traditional and new programs in the areas of crime prevention and community development and advice/support in police services efforts to introduce/implement community policing further to the requirements of the Police Services Act.

PUBLIC SAFETY DIVISION

25 Grosvenor St., 18th Flr.
Toronto M7A 1Y6
416-314-3382
Fax 416-314-3388
OTHER LANGUAGES: French
HOURS: 8:30-4:30

The fundamental concern of the ministry's Public Safety Division relates to the methods of minimizing or eliminating hazards to persons or property and includes emergency planning, scientific investigations, coordination of fire safety services and the coroner's system.

CENTRE OF FORENSIC SCIENCES
25 Grosvenor St., 2nd Flr.
Toronto M7A 2G8
416-314-3200
Fax 416-314-3225
OTHER LANGUAGES: French
HOURS: 8:30-4:30

The Centre of Forensic Sciences prepares legally admissible evidence for law enforcement officers, attorneys, coroners, etc., by scientific examination of physical objects and materials. The centre also supervises Ontario's breath testing program, and trains operators (416-314-3147). A library offers educational materials for persons and agencies using forensic science services.

Northern Regional Forensic Lab.
70 Foster Dr., Ste. 500
Sault Ste. Marie P6A 6V3
705-945-6550
Fax 705-945-6569
OTHER LANGUAGES: French
HOURS: 8:30-5:00

EMERGENCY MEASURES ONTARIO
25 Grosvenor St., 19th Flr.
Toronto M7A 1Y6
416-314-3723
Fax 416-314-3758
HOURS: 8:30-5:00

Emergency Measures Ontario is responsible for emergency preparedness and response activities throughout Ontario. Emergency preparedness includes plans, scientific and technical advice, training, exercises and public education. Emergency response includes provision of liaison, advice and assistance, and the coordination of resources to respond to a major emergency.

The branch is organized into the following sections: Provincial Preparedness, Community Preparedness and Administration.

The Provincial Preparedness Section manages the Provincial Nuclear Emergency Plan and the Provincial Emergency Plan (non-nuclear), coordinates interministry emergency preparedness activities, coordinates preparedness activities for **emergencies** assigned as the special responsibility area of the Solicitor General and Minister of Correctional Services, provides scientific advice, delivers training for provincial officials and conducts a provincial exercise program.

The Community Preparedness Section provides advice and assistance to municipalities and First Nations for the development of community emergency plans and exercises, conducts emergency preparedness training for municipalities and First Nations and provides liaison, advice and assistance to support community emergency response when required.

The Administration Section of Emergency Measures Ontario provides administrative services to the Branch.

The Branch also processes applications and claims for funds made available by the federal government for emergency preparedness under the Joint Emergency Preparedness Program (JEPP), conducts a provincial public education program, publishes the periodical Emergency Measures News and operates the Provincial Operations Centre for emergency response.

Southeastern Area Office
1055 Princess St., Ste. 404
Kingston K7L 1H3
613-545-4590
Fax 613-545-1698

Northeastern Area Office
199 Larch St., Ste. 1001
Sudbury P3E 5P9
705-675-4474
Fax 705-675-4555

Southwestern Area Office
148 York St., Ste. 315
London N6A 1A9
519-679-7055
Fax 519-672-3528

Northwestern Area Office
640 Mountdale Ave.
Thunder Bay P7E 6G8
807-473-3191
Fax 807-473-3199
HOURS: 8:30-4:30

OFFICE OF THE CHIEF CORONER
26 Grenville St., 2nd Flr.
Toronto M7A 2G9
416-314-4000
416-314-4100 after hours
Fax 416-314-4030
OTHER LANGUAGES: French
HOURS: 8:00-5:00

Coroners investigate sudden and unexpected **deaths**, inform the public about prevention of similar deaths, order **autopsies** for medicolegal reasons, conduct **inquests** and sign certificates for **cremation** and for shipment of bodies out of Ontario. The office administers the Coroners Act and the Anatomy Act, concerning donation of bodies for medical education. Adults may give consent by signing the donor section of driver **licences** or a donor card; orally, during last illness in the presence of at least two witnesses; or in writing. The office inspects **schools** of anatomy in Ontario, and supplies them with donated or unclaimed bodies. The Office of the Chief Coroner also supervises the Forensic Pathology Unit.

For information, contact the nearest regional coroner's office.

Northeastern Regional Coroner
19 Monck Rd.
P. O. Box 10027
Bracebridge P1L 1S5
705-645-9926
Fax 705-645-1694
OTHER LANGUAGES: French
HOURS: 8:30-4:30

Northwestern Regional Coroner
479 Government Rd.
P. O. Box 3000
Dryden P8N 3B3
807-223-6956
Fax 807-223-2052
HOURS: 8:00-4:15

South Georgian Bay Reg. Coroner
125 Delhi St., Ste. 442
Guelph N1E 4J5
519-837-6330
Fax 519-837-6329
HOURS: 8:30-4:30

Eastern Regional Coroner
80 Queen St., Ste. 201
Kingston K7K 6W7
613-548-6787
Fax 613-548-6786
OTHER LANGUAGES: French
HOURS: 8:45-4:45

Southwestern Regional Coroner
80 Dundas St., Ste. 1-068
London N6A 2P3
519-675-7689
Fax 519-675-7691
HOURS: 8:30-4:45

Central Regional Coroner
555 George St. N.
Peterborough K9H 3S1
705-745-9887
Fax 705-748-5055
HOURS: 9:00-5:00

Niagara Regional Coroner
43 Church St., Ste. 701
St. Catharines L2R 7E1
416-682-9209
Fax 416-684-0977
HOURS: 8:30-4:30

Metro Toronto Coroners Dispatch Office
and Morgue
26 Grenville St.
Toronto M7A 2G9
416-314-4100
416-314-4030
HOURS: 24 hours

Metro Toronto Inquest Courts
15 Grosvenor St.
Toronto M7A 2G9
416-314-4200
Fax 416-314-4030
HOURS: 8:00-4:00

Metro Toronto Regional Coroner
26 Grenville St.
Toronto M7A 2G9
416-314-4105
Fax 416-314-4030
HOURS: 8:00-5:00

OFFICE OF THE CHIEF CORONER
FORENSIC PATHOLOGY UNIT
26 Grenville St.
Toronto M7A 1Y6
416-314-4040
Fax 416-314-4060
HOURS: 8:30-4:30

The Forensic Pathology Unit assists in determining the cause of death in unusual circumstances, and in unveiling concealed homicides through **autopsies**, biological and other techniques of **forensic science**. The unit supervises regional pathologists, who are not necessarily employed by the government but are called upon by coroners, when necessary, to perform forensic investigations. Support is provided for pathologists' and law enforcement officers' continuing **education** in legal medicine and investigation of sudden death.

OFFICE OF THE FIRE MARSHAL
Place Nouveau Bldg.
5775 Yonge St., 7th Flr.
North York M2M 4J1
416-325-3100
Fax 416-325-3126
OTHER LANGUAGES: French
HOURS: 8:30-4:15

The primary function of the Office of the **Fire Marshal** (OFM) is to minimize the loss of life and property from fire by assisting Ontario municipalities and fire departments to improve their fire protection and fire prevention services. By administering the Fire Departments Act and Fire Marshals Act, the OFM supports the functions of municipal fire departments through a variety of advisory, training and instructional programs. The OFM also advises the Ontario government on standards and legislative developments that relate to fire protection and fire prevention.

The Office of the Fire Marshal prepares and distributes a variety of publications for use by the Ontario fire service including the Ontario Fire Service Messenger and the Fire Marshal's Communique. The office administers an awards program for Ontario firefighters and presents annual fire safety awards to citizens, firefighters and organizations under the sponsorship of the Fire Marshal's Public Fire Safety Council.

Five regional offices are responsible for delivering all direct services provided by the OFM including fire investigations, fire safety inspections, fire advisory and fire department assist services.

CENTRAL REGIONAL OFFICE

2420 Lucknow Dr., Unit 66
Mississauga L5S 1V2
905-612-7711
1-800-565-1842 (Toll-free)
Fax 905-612-7104
Fax 1-800-361-5186 (Toll-free)
HOURS: 8:00-4:30

NORTHEAST REGIONAL OFFICE

Provincial Bldg.
199 Larch St., 10th Flr.
Sudbury P3E 5P9
705-675-4550
1-800-565-4734 (Toll-free)
Fax 705-675-4555
OTHER LANGUAGES: French
HOURS: 8:00-4:30

NORTHWEST REGIONAL OFFICE

640 Mountdale Ave.
Thunder Bay P7E 6G3
807-473-3110
Fax 807-473-3199
OTHER LANGUAGES: French
HOURS: 8:15-4:30

SOUTHEAST REGIONAL OFFICE

4 Cataraqui St., Ste. 102
Kingston K7K 1Z7
613-530-2200
1-800-565-3941 (Toll-free)
Fax 613-530-2210
OTHER LANGUAGES: French
HOURS: 8:00-4:30

SOUTHWEST REGIONAL OFFICE

353 Richmond St.
London N6A 3C2
519-661-6670
1-800-565-0417 (Toll-free)
Fax 519-661-6638
OTHER LANGUAGES: French
HOURS: 8:15-4:30

OFFICE OF THE FIRE MARSHAL
FIRE SCIENCES LIBRARY
5775 Yonge St., 7th Flr.
North York M2M 4J1
416-325-3235
Fax 416-325-3213
OTHER LANGUAGES: French
HOURS: 8:30-4:15

The Fire Sciences Library has an extensive collection of resource and research materials on fire sciences, fire department operations, arson, rescue work, emergency planning and risk management.

OFFICE OF THE FIRE MARSHAL
PROGRAM DEVELOPMENT
5775 Yonge St., 7th Flr.
North York M2M 4J1
416-325-3153
Fax 416-325-3162
OTHER LANGUAGES: French
HOURS: 8:30-4:15

The Program Development Section develops, maintains, evaluates and revises programs in public education, **fire** prevention, fire investigation, fire service review and training. It develops procedures and supportive information for use by municipalities and fire departments. The section maintains an inventory of all Office of the Fire Marshal programs delivered in the field, and creates and maintains a communications network to support and provide feedback to the Program Development function. The section conducts research into methods of program planning development, content and delivery, and administers the fire fighters **accreditation**/certification program. Program Development consists of the Fire Investigations Unit (416-325-3136), Fire Prevention and Public Education Unit (416-325-3151) and Fire Protection Services Unit (416-325-3156).

OFFICE OF THE FIRE MARSHAL

PROGRAM DEVELOPMENT
FIRE INVESTIGATIONS UNIT
5775 Yonge St., 7th Flr.
North York M2M 4J1
416-325-3155
Fax 416-325-3263
OTHER LANGUAGES: French
HOURS: 8:30-4:15

Fire Investigations Unit investigates the causes of fires involving a death or large loss, a possibility of **arson** or a gaseous explosion, and assists Crown attorneys and coroners dealing with these matters. For information and assistance call the regional offices in Kingston, London, Mississauga, Sudbury and Thunder Bay; phone numbers are listed under the Office of the Fire Marshal.

OFFICE OF THE FIRE MARSHAL

PROGRAM DEVELOPMENT
FIRE PREVENTION AND PUBLIC EDUCATION
5775 Yonge St., 7th Flr.
North York M2M 4J1
416-325-3100
Fax 416-325-3162
OTHER LANGUAGES: French
HOURS: 8:30-4:15

The **Fire** Prevention and Public Education unit develops and maintains programs concerning fire prevention and public education in support of local and municipal fire departments.

OFFICE OF THE FIRE MARSHAL

PROGRAM DEVELOPMENT
FIRE PROTECTION SERVICES
5775 Yonge St., 7th Flr.
North York M2M 4J1
416-325-3153
Fax 416-325-3162
OTHER LANGUAGES: French
HOURS: 8:30-4:15

The Fire Protection Services unit trains fire fighters in various aspects of fire fighting such as the **Water** and Ice **Rescue** Program, Hazardousness Material (HAZ-MAT) and Auto Extrication Program, etc.

OFFICE OF THE FIRE MARSHAL
RESEARCH AND STANDARDS
5775 Yonge St., 7th Flr.
North York M2M 4J1
416-325-3200
Fax 416-325-3213
OTHER LANGUAGES: French
HOURS: 8:30-4:15

Research and **Standards** provides technical support in the investigation of fires and research aimed at determining causes of fire. This section issues **licences** to installers of **lightning rods** and inspects installations; advises ministries and agencies on, and participates in the development of fire legislating standards; assesses results of product tests for fire **safety**; and approves plans for government-funded buildings, including institutions and **hotels**. Activities include administering the Fire Code Commission and Ontario Fire Code Regulation 67/87, made under the Fire Marshals Act, and advising the public, architects, engineers and municipal officials, including fire departments, on fire prevention.

The section is also responsible for monitoring information on the location of licensed users of radioactive material in Ontario.

Research and Standards is also responsible for statistical services which compiles information from approximately 15,000 occurrence reports, comprised of fire, vehicle, response and casualty records, received each month from all the fire departments in Ontario. The information is keyed and transmitted on a monthly basis to a central computer system which provides statistical and investigative information to fire investigators, insurance companies, other government agencies, news media, private companies and all fire departments in Ontario. The data is also used to compile "Fire Losses in Ontario."

OFFICE OF THE FIRE MARSHAL
TRAINING AND EDUCATION
5775 Yonge St., 7th Flr.
North York M2M 4J1
416-325-3168
Fax 416-325-3122
OTHER LANGUAGES: French
HOURS: 8:30-4:15

The Training and Education unit provides year-round training for members of municipal fire departments through the Ontario Fire College, including specialized seminars for chiefs, deputy chiefs and mechanical, training and prevention officers; courses in corporate management; and field training in fire prevention and fire fighting in cooperation with the Office of the Fire Marshal's Regional Office staff.

OFFICE OF THE FIRE MARSHAL

TRAINING AND EDUCATION
ONTARIO FIRE COLLEGE
1495 Muskoka Rd.
P. O. Box 850
Gravenhurst P1P 1W5
705-687-2294
705-687-3419 Registrar
1-800-565-0613 (Toll-free) Hotline
Fax 705-687-7911
OTHER LANGUAGES: French
HOURS: 7:45-4:30

The Ontario **Fire** College offers in-residence courses of study in fire protection **technology** to **municipal** fire department officers. Together with Fire Advisory, the college coordinates regional **training** for municipal fire fighters in the basic skills of fire prevention and fire fighting. Curriculum assistance in the development of fire fighter training programs is offered to fire departments.

AGENCIES

ANIMAL CARE REVIEW BOARD
25 Grosvenor St., 18th Flr.
Toronto M7A 1Y6
416-314-3383
Fax 416-314-3388
HOURS: 9:00-5:00 

The Animal Care Review Board is the statutory body that hears appeals concerning orders made by the **Humane Society** pursuant to the Ontario Society for the Prevention of Cruelty to Animals Act.

CORONERS COUNCIL
Osgoode Hall
130 Queen St. W.
Toronto M5H 2N5
416-327-5000
Fax 416-327-5080

The **Coroners** Council provides a mechanism to review public complaints against the actions of an individual coroner. The council consists of five members: a Judge of the Ontario Court, General Division, appointed by the Chief Justice, and up to four other members. Complaints to the council may be addressed directly to the Chair of the council, to the Chief Coroner or to the Minister. The findings of Coroners Council investigations are reported directly to the Minister along with any recommended course of action.

The quasi-judicial functions of the Coroners Council include: receiving complaints respecting the misbehaviour, incompetence, or neglect of duty by coroners or the inability of coroners to perform their duties; investigating complaints as it considers advisable,

including the review of the complaint with the coroner where appropriate, and after giving the coroner the opportunity to be heard, to make recommendations to the Minister as it sees fit; reviewing and recommending to the Minister termination of the appointments of coroners who are not actively performing the duties of a coroner.

FIRE CODE COMMISSION
5775 Yonge St., 7th Flr.
North York M2M 4J1
416-325-3200
Fax 416-325-3213
OTHER LANGUAGES: French
HOURS: 8:30-4:00

The Fire Code Commission hears **appeals** concerning Fire Marshal's orders issued by municipal fire departments for violations of fire safety codes in buildings.

ONTARIO BOARD OF PAROLE
2195 Yonge St., Ste. 201
Toronto M4S 2B1
416-325-4480
Fax 416-325-4485
OTHER LANGUAGES: French
HOURS: 8:00-5:00

The Ontario Board of **Parole** is responsible for the release of **offenders** from incarceration, other than by normal expiration of sentence.

The Board considers adult offenders who are serving sentences of less than two years in provincial institutions for conditional release, under supervision.

The functions of the Board include the grant and deny of parole to eligible offenders in the suspension of parole where there is a perceived failure to comply with the conditions of release, with a subsequent decision to terminate, revoke of continue parole.

The Board is responsible for provincial sentence cases transferred to Ontario from other provinces under the Transfer of Jurisdiction Agreement. The Board monitors the ministry's supervision of parolees and enforces parole conditions.

The chair, a full-time appointee, is responsible for the overall administration of the Board. Four senior members are responsible to the chair for all Board decisions and for the total operation of the regions.

Western Region
785 York Rd.
P. O. Box 1716
Guelph N1H 6Z9
519-837-6320
Fax 519-837-6324
OTHER LANGUAGES: French
HOURS: 8:00-4:45

Eastern Region
4685 Donnelly Dr.
Merrickville K0G 1N0
613-269-2390
Fax 613-269-2393
OTHER LANGUAGES: French
HOURS: 8:15-4:30

Northern Region
199 Larch St., Ste. 403
Sudbury P3E 5P9
705-675-4227
Fax 705-671-2980
OTHER LANGUAGES: French
HOURS: 8:00-5:00

Southern Regional
2195 Yonge St., 3rd Flr.
Toronto M4S 2B1
416-325-4487
Fax 416-325-4491
OTHER LANGUAGES: French
HOURS: 8:30-4:30

ONTARIO CIVILIAN COMMISSION ON POLICE SERVICES
25 Grosvenor St., 1st Flr.
Toronto M7A 1Y6
416-314-3004
Fax 416-314-0198
HOURS: 8:00-4:00

The Ontario Civilian Commission on **Police** Services was created by the Police Services Act, 1990. It provides a quasi-judicial function which had previously been part of the mandate of the Ontario Police Commission. The commission hears appeals by police officers who have been disciplined and conducts inquiries into the administration and management of police forces, including the conduct of individual police officers and members of boards.

ONTARIO POLICE ARBITRATION COMMISSION
25 Grosvenor St., 1st Flr.
Toronto M7A 1Y6
416-314-3520
Fax 416-314-3522
HOURS: 7:00-4:30

Under the **Police** Services Act, the Ontario Police **Arbitration** Commission monitors and evaluates the effectiveness of the police arbitration system, and makes recommendations for its improvement.

ACTS

The Ministry of the Solicitor General and Correctional Services is responsible for the Acts listed below.

Ammunition Regulation Act, 1994
Anatomy Act
Coroners Act
Egress from Public Buildings Act
Emergency Plans Act, 1983
Fire Accidents Act
Fire Departments Act
Fire Marshals Act
Firefighters Exemption Act
Firefighters Protection Act, 1993

Hotel Fire Safety Act
Lightning Rods Act
Ministry of Correctional Services Act
Ministry of the Solicitor General Act
Ontario Society for the Prevention of Cruelty to Animals Act
Police Services Act
Private Investigators and Security Guards Act
Public Works Protection Act
Retail Business Holidays Act

MINISTRY OF TRANSPORTATION

301. St. Paul St.
St. Catharines L2R 7R4

The Ministry of Transportation makes sure that Ontario has a transportation system that includes all types of transportation and allows people and products to move safely and efficiently. Ontario's transportation plan must consider the environment, regional development and local decision making, economic support and job creation, value for money and safety. The Ministry of Transportation plans, designs, builds and maintains Ontario's highway system and supports municipal road building and maintenance with financial and technical help. The ministry manages driver testing and licensing and car and truck registration--with an emphasis on road safety.

The ministry provides transit subsidies for both capital and operating expenditures to municipalities across the province; promotes and provides funding for transportation for people with disabilities; advocates for Ontario business and industries in areas normally covered by federal jurisdiction or regulations, such as the marine, air, rail and road industries; and supports the development of new transportation technologies.

The ministry funds and operates 50 municipal airports throughout the province and 25 remote airports in northern Ontario, where air travel is often the only mode available to inaccessible areas of the province. The ministry is also responsible for the maintenance and operation of ferry services at key points in the Great Lakes system.

CORPORATE SERVICES DIVISION

East Bldg.
1201 Wilson Ave.
Downsview M3M 1J8
416-235-4038
Fax 416-235-4950
OTHER LANGUAGES: French
HOURS: 8:00-5:00

The Corporate Services Division is responsible for all corporate services as listed below.

AUDIT AND EVALUATION SERVICES BRANCH

301 St. Paul St., 8th Flr.
St. Catharines L2R 7R4
905-704-2238

The Audit and Evaluation Services Branch provides audit and evaluation services to management within the ministry by: providing independent assessments on the state of contol and risk, consulting and making recommendations on financial and management controls; evaluating the effectiveness of ministry programs and activities; auditing existing information systems and advising on the development of new systems; investigating suspected fraud, inpropriety or other issues.

CUSTOMER SERVICE BRANCH
301 St. Paul St., 2n099
St. Catharines L2R 7R4
905-704-2025
Fax 905-704-2004

The Customer Service Branch provides the public with one-stop access to information about the ministry, its programs and its services. This includes information about provincial highway conditions through MTO INFO, research and management information in the MTO Library. The branch assists ministry programs in delivering French Language Services and administers the ministry's Employee Involvement Program. The branch also handles requests from the provincial Ombudsman, the Ontario Human Rights Commissioner and requests under the Freedom of Information and Protection of Privacy Act. The various offices of the Customer Service Branch are described in individual entries.

CUSTOMER SERVICE BRANCH
FREEDOM OF INFORMATION OFFICE
301 St. Paul St., 2n087
St. Catharines L2R 7R4
905-704-2049
Fax 905-704-2005
OTHER LANGUAGES: French
HOURS: 8:30-4:30

The Freedom of Information Office is a "one-window" bilingual service to help the public get information under the Freedom of Information and Protection of Privacy Act. This office also coordinates the ministry's participation in appeals, inquiries or investigations by the Ombudsman and the Ontario Human Rights Commission, as well as the Ontario Information and Privacy Commissioner.

CUSTOMER SERVICE BRANCH
FRENCH LANGUAGE SERVICES OFFICE
301 St. Paul St., 2n088
St. Catharines L2R 7R4
905-704-2047
Fax 905-704-2004
OTHER LANGUAGES: French
HOURS: 8:30-4:30

The French Language Services Office assists in the planning and delivery of customer services in French; coordinates and monitors the ministry's provision of French language services; and reviews, develops and implements ministry policies and procedures regarding services in French.

CUSTOMER SERVICE BRANCH
MTO INFO
301 St. Paul St., 2n068
St. Catharines L2R 7R4
905-704-2000
905-704-2426 (TTY)
1-800-268-4686 (Toll-free)
Fax 905-704-2002
OTHER LANGUAGES: French
HOURS: 8:30-4:30

MTO INFO provides bilingual telephone, fax, internet and in-person information on ministry products and services. MTO INFO can be reached at 416-235-4MTO (4686), 1-800-268-4MTO (4686) or 905-704-2000, and by e-mail at MTOINF1

Roads information operates a telephone reporting service on winter highway conditions and summer highway construction. Call 416-235-1110 (toll-free 1-800-268-1376) and for cellular phone service call *.ROAD (x7623) on the Bell Mobility network and #ROAD (x7623) on the Cantel network. Local road information may also be obtained from the ministry's regional or district offices listed under the Operations Division entry. People with hearing disabilities who have access to the telecommunication device for the deaf (TTY) can call 905-704-2426.

CUSTOMER SERVICE BRANCH
MTO LIBRARY
Central Bldg.
1201 Wilson Ave., Rm. 129
Downsview M3M 1J8
416-235-4546
Fax 416-235-4915

301 St. Paul St., 2n050
St. Catharines L2R 7R4
905-704-2014
Fax 905-704-2003
HOURS: 10:00-1:00 Tues-Thur

MTO Library provides reference and information services to the ministry and its agencies. Limited service is provided to the other ministries, federal, provincial and municipal agencies, researchers and consultants. Public access is by appointment only.

Whenever possible, information is obtained in electronic format and made available at desktop computers throughout the Ministry. All staff have access to the Library catalogue from their workstation.

A partnership agreement with the St. Catharines Public Library provides MTO staff with general business information and reference services. A similar arrangement with McMaster University ensures that MTO staff has access to the lates information on all aspects of Civil Engineering. As a result of these agreements, the onsite collection is limited to high demand materials and ministy publications, manuals, reports and standards.

MTO Library is the ministry's designated reading room. The core collection is located on the second floor of the Headquarters Building, 301 St. Paul Street, St. Catharines, Ont.

CUSTOMER SERVICE BRANCH
RELOCATION SERVICES/COMMUNITY RELATIONS OFFICE
301 St. Paul St., 2n095
St. Catharines L2R 7R4
905-704-2484
Fax 905-704-2004
OTHER LANGUAGES: French
HOURS: 8:30-4:30

Community Relations is a one-window opportunity both for the community and the region to get in touch with the ministry and for the ministry to collaborate with the community on innovative partnerships and links to maximize opportunities and benefits to the ministry

and to the region. Corporate representation and involvement in the community through representation on key community Boards of Directors and special community projects is a central part of the mandate, as is providing access by the community to the facilities available in the new ministry building. In addition, staff advise the community on issues which require access to government services at all levels. Relocation, including spousal/partner employment, and community events, continue to be a part of the community relations envelope.

FACILITIES AND OPERATION SERVICES BRANCH
301 St. Paul St., 8th Flr.
St. Catharines L2R 7R4
905-704-2380
Fax 905-704-2833
HOURS: 8:00-5:00

The Facilities and Operation Services Branch is responsible for corporate advice, product delivery and services related to corporate procurement, government fleet management, facilities management, printing and publishing, as well as other corporate operation services. The Executive Office, Business Strategies Office, Acquisition Management Office, Facilities Management Office and Publishing Management Office form the foundation of this new branch. This new organization took effect June 19, 1995.

FINANCE BRANCH
301 St. Paul St., 6th Flr.
St. Catharines L2R 7R4
905-704-2704
HOURS: 8:00-5:00 

The Finance Branch provides the ministry with financial direction, planning, management and accounting services, and serves as financial liaison with Management Board and Treasury Board, the Provincial Auditor and other Ontario government ministries and agencies. The branch is organized into three main functional areas: corporate budget, general corporate accounting (including payroll, accounts payable, and revenue), and financial strategies.

HUMAN RESOURCES BRANCH
301 St. Paul St., 5th Flr.
St. Catharines L2R 7R4
905-704-2692
OTHER LANGUAGES: French
HOURS: 8:00-5:00

The Human Resources Branch provides leadership in the development of human resources policies, practices, plans and systems in support of the ministry's priorities and business plans. Branch staff provide consulting services to the executive, line managers and staff on human resources management issues. The branch works in partnership with staff and their organized representatives to provide a safe, healthy and responsive workplace environment. The branch's functions include establishing human resources management policies and procedures; directing organization design, development and workplace innovation strategies; education, training and development of staff; providing leadership in labour relations; maintaining databases and systems to support effective human resources management and developing strategies to support equal opportunity. It also provides services for employee benefits and group insurance, classifications, staffing and pay administration.

INFORMATION SYSTEMS BRANCH
301 St. Paul St., 7th Flr.
St. Catharines L2R 7R4
905-704-2811
OTHER LANGUAGES: Mandarin, Cantonese
HOURS: 8:00-5:00

The Information Systems Branch is responsible for the planning and management of Information and Information Technology that supports the delivery of the ministry's core business. The branch consist of three offices: Information Planning and Management Office, Enterprise Systems Office, Technology Architecture Management Office and two sections: Information Security Services and Business Technology Workgroup.

The branch manages the development of strategic and operational information technology plans that define how the ministry will use information technology to achieve business objectives. It is responsible for the development and operation of the ministry's technical architecture that links all ministry offices across the province. This facility provides a common base for computer communications, a common applications development environment, and facilitates the sharing of information through administrative, transportation and engineering systems. The branch is responsible for delivering a wide range of applications management functions for enterprise wide administrative systems, including applications planning, system development, maintenance and support. The branch develops and maintains policies, standards and guidelines for the management of information and information technology. It is responsible for managing the ministry's information and technology security architecture and related standards, policies, processes, applications and service levels. Other services include investment consulting, IT opportunity consulting, forms, records management and data administration.

LEGAL SERVICES BRANCH
East Bldg.
1201 Wilson Ave.
Downsview M3M 1J8
416-235-4408
Fax 416-235-4924

The Legal Services Branch provides the ministry with legal services, including advice on driver and vehicle licensing matters. The branch provides advice to the ministry on the interpretation of statutes and regulations and assists in the preparation and review of proposed legislation, regulations and other legal documents such as contracts. It also coordinates ministry prosecutions and litigation, participates in the settlement of claims and appears before administrative tribunals. The branch is staffed by the Ministry of the Attorney General.

OPERATIONS DIVISION

Operations Division is responsible for building and maintaining the provincial highway system and airports; building and operating some ferry services; and driver examinations, vehicle inspections and highway carrier enforcement. This is done through the Resources Management Branch at head office and through five Regional Offices, 11 district engineering offices and a number of driver and vehicle offices. These regional functions are described in separate entries.

CENTRAL REGION

Central Region Planning, Engineering & Construction
Atrium Tower
1201 Wilson Ave., 2nd Flr.
Downsview M3M 1J8
416-235-5412
Fax 416-235-5266
OTHER LANGUAGES: French
HOURS: 8:00-4:30

Central Region Operations
Atrium Tower
1201 Wilson Ave., 7th Flr.
Downsview M3M 1J8
416-235-5184
Fax 416-235-5696
OTHER LANGUAGES: French
HOURS: 8:00-4:30

EASTERN REGION

355 Counter St.
P. O. Box 4000
Kingston K7L 5A3
613-544-2220
1-800-267-0295 (Toll-free)
1-800-267-0284 (Toll-free) (road info.)
OTHER LANGUAGES: French
HOURS: 8:00-4:00

EASTERN DISTRICTS

Bancroft District
64 Monck Rd.
P. O. Box 3000
Bancroft K0L 1C0
613-332-3220
Zenith 835800 (Toll-free) (general & road info.)

Ottawa District
530 Tremblay Rd.
Ottawa K1G 0E4
613-745-6841

NORTHERN REGION

447 McKeown Ave.
P. O. Box 3030
North Bay P1B 8L2
705-472-7900
1-800-461-9547 (Toll-free) (general info)
1-800-461-9523 (Toll-free) (road info)
OTHER LANGUAGES: French
HOURS: 8:15-4:30

NORTHERN DISTRICTS

New Liskeard/Cochrane
50 Third Ave.
Cochrane P0L 1C0
705-272-4333
Fax 705-272-6448
HOURS: 8:30 to 4:30

Huntsville
207 Main St. W.
Bag 5000
Hunstville P1H 1Z9
705-789-2391
HOURS: 8:30 to 4:30

3767 Hwy. 69 S. Ste.4
Sudbury P3G 1E6
705-522-9380
HOURS: 8:30 to 4:30

NORTHWESTERN REGION

615 James St. S.
P. O. Box 1177
Station "F"
Thunder Bay P7C 4X9
807-473-2000
1-800-465-5034 (Toll-free) (general info.)
1-800-465-5032 (Toll-free) (road info.)
Fax 807-473-2157
OTHER LANGUAGES: French
HOURS: 8:15-4:30

NORTHWESTERN DISTRICTS

Sault St. Marie
160 McDougald St.
P. O. Box 500
Sault Ste. Marie P6A 3A8
705-942-8120
Fax 705-945-6830
HOURS: 8:30 to 4:30

Thunder Bay
615 James St. S.
P. O. Box 1177
Thunder Bay P7C 4X9
807-473-2043
Fax 807-473-8423
HOURS: 8:30 to 4:30

SOUTHWESTERN REGION

659 Exeter Rd.
London N6A 1L3
1-800-268-1376 (Toll-free) (road info.)
OTHER LANGUAGES: French
HOURS: 8:00-5:00

SOUTHWESTERN DISTRICTS

Chatham District
870 Richmond St.
P. O. Box 910
Chatham N7M 5L3
519-358-4301

London/Stratford
659 Exeter Rd.
London N6A 1L3
519-681-1441

Owen Sound District
1450 Seventh Ave.
P. O. Box 520
Owen Sound N4K 5R1
519-376-7350

REGIONS AND DISTRICTS

Regions and Districts perform delivery functions for the Operations, Administration, Policy and Planning, and Safety and Regulation programs and, in Northwest region only, the Air Program. Each of the five regions is responsible for a defined geographic part of the province. Some functions are performed at the regional level, while others are delivered at the district level. Each region except Central Region, is divided into both Provincial Highways, and Driver and Vehicles Areas.

The five regional offices situated in London (Southwestern Region), Downsview (Central Region), Kingston (Eastern Region), North Bay (Northern Region) and Thunder Bay (Northwestern Region) do the route planning, design, construction and maintenance for the provincial highway system and the field administration of the driver and vehicle responsibilities. In Central Region, however, functions are divided into two separate offices to manage the work involved. Central Region planning, engineering and construction is responsible for all activities associated with route planning, design and construction of provincial highways. Central Region Operations manages maintenance and operations which include management of the two COMPASS Operations Centres in Downsview and Burlington (COMPASS is the name of the ministry's electronic signs used to communicate with drivers on highways) and the provincial sign shop in Toronto with its satellite facility in North Bay (makes signs for all regions and districts). The ministry's Safety and Regulation Division oversees the driver and vehicle district offices within Central Region.

The 11 District Engineering Offices manage the summer and winter maintenance of the provincial highway system, advise on construction and maintenance techniques, provide information on the condition of provincial roads and highways, and issue permits for entrances onto provincial highways and advertising signs and buildings/structures next to the highway. In unorganized territories, the district offices ensure construction or maintenance of local roads and highways is carried out in cooperation with the land owners. See Regions and District Offices under Operations Division.

REGIONS AND DISTRICTS
AREA CORPORATE SERVICE CENTRES
Atrium Tower
1201 Wilson Ave., 1st Flr.
Downsview M3M 1J8
416-235-5375
Fax 416-235-4595
OTHER LANGUAGES: French
HOURS: 8:00-4:00

Area Corporate Service Centres, located in all regions provide delivery functions for the Administration program, financial, human resources, information technology and materials management services to all staff who work in the regional/district and field offices. These services include Information Technology planning, implementation and operational support, training coordination, payroll and related items; processing accounts for payment; maintaining cost records and budgets; recovery of expenditures (e.g., shareable work, damage to Crown property); purchasing goods and/or services and stockkeeping; supply and service tenders; communications (telephone, teletype); workforce adjustments and transition support, recruitment, classifications, counselling of staff, etc.; newspaper advertising; secretarial support, furniture and office equipment ordering; and record maintenance. These services for Downsview Head Office; Central Region, Operations; and Central Region, Planning, and Engineering and Construction are provided by the Downsview Area Corporate Services Centre and this centre provides additional services such as Health and Safety and Worker Compensation services and the Downsview Distribution Centre.

REGIONS AND DISTRICTS
CONSTRUCTION OFFICE
Atrium Tower
1201 Wilson Ave., 2nd Flr.
Downsview M3M 1J8
416-235-5462

Through five regional **Construction** Offices, the ministry administers and supervises contracts of new highway facilities and for rehabilitation and upgrading of the existing **highways** (see Regions and Districts for regional offices locations).

REGIONS AND DISTRICTS
DRIVERS AND VEHICLES

The **Drivers** and Vehicles Office provides driver examination, vehicle inspection and highway carrier enforcement programs through 5 regional and 11 district headquarters in the province. Throughout the province, driver and vehicle offices hold driver examination tests for driving cars, trucks, motorcycles and other **motor vehicles**, as well as for driver education instructors, and conduct demerit point and driver-improvement interviews. The offices also provide a vehicle inspection functions for commercial motor vehicles, monitor school vehicles and bus inspection, issue safety standard certificates and operate inspection lanes. Transportation Enforcement Officers inspect commercial motor vehicles for compliance with legislation governing driver qualification, vehicle size, weight, mechanical fitness, and load security. Oversize/Overweight permits are issued on an

annual, project and single-trip basis. Ferry Services are managed and/or operated in Eastern, Northern and Southwestern Regions. Remote airport services are managed from the Northwestern Regional Office.

John Rhodes Driver Exam
7900 Airport Rd.
Brampton L6T 4N8
905-793-4340 (Drivers & Vehicles)
(Regional Municipalities of Halton & Peel)

905-793-4345 (Oversize/Overweight permits)
OTHER LANGUAGES: French
HOURS: 9:00-5:00

Driver Exam Centre
East Bldg.
2680 Keele St., Rm. 169
Downsview M3M 3E6
416-235-4773
416-235-4949 (issuing office)
1-800-268-7590 (Toll-free) (vehicle inquiry)
HOURS: 9:00 to 4:00

Toronto Office
1448 Lawrence Ave. E.
North York M4A 2V6
416-325-8586
(Regional Municipality of York & Metropolitan Toronto)
OTHER LANGUAGES: French
HOURS: 9:00-5:00

Oshawa Office
67 Thornton Rd. S.
Oshawa L1J 5Y1
905-728-5890
905-728-7616 (recording)
OTHER LANGUAGES: French
HOURS: 9:00-5:00

Hamilton/Niagara Driver Examination
370 Kenora Ave. N.
Stoney Creek L8E 2W2
905-561-7822
888-810-8899 (Toll-free)
905-561-5926 (bus & truck operations)
905-561-5924 (safety inspection of vehicles)
905-561-5924 (oversize/overweight permits)

Vehicle Permits & Licences
Queen's Park, Macdonald Block
900 Bay St., Rm. M1-20
Toronto M7A 1C2
416-325-8650
OTHER LANGUAGES: French
HOURS: 8:30-4:30

DRIVER EXAMINATION CENTRE

50 Bloomington St. W.
Aurora L4G 1M2
905-713-7309
905-713-7310 (recording)
HOURS: 9:00-5:00

64 Monck St.
P. O. Box 300
Bancroft K0L 1C0
613-332-4441
HOURS: 8:15-4:30

Duckworth Plaza
353 Duckworth St.
Barrie L4M 5C2
705-728-3861 (drivers & vehicles)
705-739-6626 (bus & truck operations)
705-739-6622/3 (public line)
OTHER LANGUAGES: French
HOURS: 8:15-4:30

Trent Square
345 College St. E., Unit 12
Belleville K8N 5F7
613-962-8661/2
HOURS: 8:30-4:30

515 Park Rd. N., Unit 7
Brantford N3R 7K8
519-756-0290 (public line)
519-756-5735 (recording)
HOURS: 8:00-5:00

2211 Parkedale Ave.
Brockville K6V 6B2
613-342-9772/9
HOURS: 8:15-4:30

Zellers Plaza
152 Plains Rd. W.
Burlington L7T 1E9
905-632-5453/0446
HOURS: 8:30-4:30

870 Richmond St.
Box 910
Chatham N7M 5L3
519-352-6154
OTHER LANGUAGES: French
HOURS: 8:15-4:30

154 Beech St.
Clinton N0M 1L0
519-482-7831 (drivers & vehicles)
519-482-5536 (bus & truck operations)
HOURS: 8:15-4:30

120 Tollgate Rd. W.
Cornwall K6J 5M3
613-933-8921/2
OTHER LANGUAGES: French
HOURS: 8:30-4:30

479 Government Rd.
P. O. Box 3000
Dryden P8N 3B3
807-223-3237
OTHER LANGUAGES: French
HOURS: 8:15-4:30

383 Centre St., Hwy. 6, Unit 2
Espanola P5E 1E4
705-869-4884
OTHER LANGUAGES: French
HOURS: 9:00-4:00

283 Church St.
Fort Frances P9A 1C7
807-274-6623
OTHER LANGUAGES: French
HOURS: 8:15-4:30

Southwestern Guelph Dr. Exam Centre
255 Woodland Rd. W., Unit 106
Guelph N1H 8J1
519-824-2790

21 Nelson St. E.
Hawkesbury K6A 1L4
613-632-4638
OTHER LANGUAGES: French
HOURS: 8:15-4:30

207 Main St. W.
Huntsville P1B 1Z9
705-789-3459
HOURS: 8:15-4:15

R.R. 2, West Rd., Hwy. 11
Kapuskasing P5N 2X8
705-335-4290
OTHER LANGUAGES: French
HOURS: 8:15-4:30 MTF

Area Office
808 Robertson St.
P. O. Box 2250
Kenora P9N 3X8
807-468-2774 (drivers & vehicles)
(District of Kenora & Rainy River)

807-468-2780 (safety inspection of vehicles)
807-468-2781 (oversize/overweight permits)
807-468-2780 (bus & truck operations)
HOURS: 8:15-4:30

355 Counter St.
Kingston K7L 5A3
613-544-2220 (drivers & vehicles)
613-545-4005 (issuing Office)
OTHER LANGUAGES: French
HOURS: 8:30-4:30

6 Tweedsmuir Rd.
Kirkland Lake P2N 1H9
705-567-7911
OTHER LANGUAGES: French
HOURS: 8:15-4:30

524 Belmont Ave. W.
Kitchener N2M 5E3
519-744-6340/1 (driver & vehicles)
519-744-1120 (safety inspection of vehicles)
519-744-1129 (bus & truck operations)
519-744-6348 (oversize/overweight permits)
HOURS: 8:00-5:00

Ontario Government Bldg.
322 Kent St. W., Rm. 131
Lindsay K9V 4T7
705-324-6431
HOURS: 8:15-4:30

659 Exeter Rd.
London N6E 1L3
519-681-2501, 649-3000 (recording)
519-681-1441 ext. 3159 or (519) 649-3041
519-681-1441 ext. 3002 (bus & truck operations)
OTHER LANGUAGES: French
HOURS: 8:00-5:00

230 King St.
Midland L4R 4P3
705-526-2821
HOURS: 8:15-4:30

500 Rockley Rd.
P. O. Box 1209
New Liskeard P0J 1P0
705-647-5406
OTHER LANGUAGES: French
HOURS: 8:15-4:30

447 McKeown Ave.
P. O. Box 3030
North Bay P1B 8L2
705-497-5412
1-800-461-9548 (Toll-free) (District of Parry Sound, Nipissing, District of Muskoka, & Provincial County of Haliburton)
OTHER LANGUAGES: French
HOURS: 8:15-4:30

177 Cross Ave., Unit 2
Oakville L6J 2W7
905-845-0451
OTHER LANGUAGES: French
HOURS: 8:30-4:30

50 Fourth Ave., Ste. 3
Orangeville L9W 1G6
519-941-6861
HOURS: 8:15-4:30

I.G.A. Plaza
404 Laclie St.
Orillia L3V 4P5
705-326-9293
HOURS: 8:15-4:30

1570 Walkley Rd.
Ottawa K1V 6P5
613-731-3731 (drivers & vehicles)
613-731-6451 (issuing office)
613-731-6451 (oversize/overweight permits)
1-800-267-0293 (Toll-free)
OTHER LANGUAGES: French
HOURS: 8:00-5:00

1450 Seventh Ave. E.
Owen Sound N4K 2Z1
519-376-2342/2343 (driver & vehicles)
519-376-1341 (bus & truck operations)
HOURS: 8:15-4:30

513 Eganville Rd.
Pembroke K8A 4E6
613-732-7041
OTHER LANGUAGES: French
HOURS: 8:15-4:30

749 Erskine Ave.
Peterborough K9J 7Y6
705-745-9066
HOURS: 8:15-4:30

Bus & Truck Operations
Putnam
519-268-8240
OTHER LANGUAGES: French
HOURS: 8:00-5:00

740 Stewart St. N.
Renfrew K7V 3B9
613-432-4556
HOURS: 8:15-4:30

1362 Lambton Mall Rd., Ste. 4
Sarnia N7S 5A1
519-542-7707/8 (driver & vehicles)
519-845-3292 (bus & truck operations)
HOURS: 8:15-4:30

688 Second Line E.
Sault Ste. Marie P6B 3L1
705-945-9393

548 Queensway W.
P. O. Box 244
Simcoe N3Y 4L1
519-426-6722
OTHER LANGUAGES: French
HOURS: 8:15-4:30

283 Brockville St.
Smiths Falls K7A 1P5
613-283-2815
HOURS: 8:15-4:30

285 Bunting Rd., Unit 1
St. Catharines L2M 7T9
905-646-2957
1-800-524-9908 (Toll-free)
905-646-7529 (oversize/overweight permits)
HOURS: 8:30-4:30

581 Huron St.
Stratford N5A 5T8
519-271-0961
HOURS: 8:15-4:30

Montrose Mall
782 LaSalle Blvd.
Sudbury P3A 1X4
705-566-0315/6
705-566-1414 (oversize/overweight permits)
705-566-1414 (bus & truck operations)
OTHER LANGUAGES: French
HOURS: 8:15-4:30

615 James St. S.
Box 1177, Station "F"
Thunder Bay P7C 4X9
807-473-2122 (drivers & vehicles)
1-800-465-5035 (Toll-free)
807-473-2021 (bus & truck operations)
1-800-465-5032 (Toll-free) (road info.)
Fax 807-473-2133
OTHER LANGUAGES: French
HOURS: 8:15-4:30

107 Concession St.
Tillsonburg N4G 4W4
519-842-5739 (drivers & vehicles)
519-842-5739 (bus & truck operations)
HOURS: 8:15-4:30

83 Algonquin Blvd. W.
Timmins P4N 2R4
705-264-5349
(District of Timiskaming & Cochrane)

200 McNab St.
Walkerton N0G 2V0
519-881-3400
HOURS: 8:15-4:30

449 Main St. E.
Winchester K0C 2K0
613-774-2206
OTHER LANGUAGES: French
HOURS: 8:30-4:30

Southgate Mall
2470 Dougall Ave.
Windsor N8X 1T2
519-972-7349 (drivers & vehicles)
519-735-5151 (safety inspection)
519-723-4895 (oversize/overweight permits)
(counties of Essex, Kent and Lambton)

476 Peel St.
Woodstock N4S 7R3
519-539-2223
HOURS: 8:15-4:30

REGIONS AND DISTRICTS

DRIVERS AND VEHICLES
REGIONAL DRIVER AND VEHICLE HEAD OFFICES

The following is a list of Regional Driver and Vehicle Head Offices.

CENTRAL REGION
Atrium Tower
1201 Wilson Ave., 2nd Flr.
Downsview M3M 1J8
416-235-5424
HOURS: 8:30 to 4:30

EASTERN REGION
355 Counter St.
Postal Bag 4000
Kingston K7L 5A3
613-545-4752
HOURS: 8:30 TO 4:30

SOUTHWESTERN REGION
659 Exeter Rd.
P. O. Box 5338
London N6E 1L3
519-649-3041
HOURS: 8:30 to 4:30

NORTHERN REGION
447 McKeown Ave.
P. O. Box 3030
North Bay P1B 8L2
705-497-5435
HOURS: 8:30 to 4:30

NORTHWESTERN REGION
615 James St. S.
Thunder Bay P7C 4X9
807-473-2070
HOURS: 8:30 to 4:30

REGIONS AND DISTRICTS
ENGINEERING OFFICE
Atrium Tower
1201 Wilson Ave., 5th Flr.
Downsview M3M 1J8
416-235-5553

An Engineering Office is located at each of the ministry's 5 regional offices, listed under the regional offices. Each office manages all pre-construction engineering activities, environmental assessment, property acquisition and disposal required for the ministry's highway improvement programs. The Planning and Design Section prepares preliminary designs and assessments of existing and future highway systems; produces detailed project and contract designs; coordinates activities to ensure that detailed design contract packages conform to the Environmental Assessment Act; and ensures compatibility of public and

private developments with existing highway facilities and future improvements. The **Surveys** and Plans Section provides all engineering and land surveys and aerial photograph interpretation in the region. The Property Section acquires, manages, leases and sells the ministry's property holdings. The Geotechnical Section conducts investigations and evaluations of existing soil conditions, recommends embankments and pavement designs, specifies retaining wall and culvert foundation capacities, and identifies and tests aggregate sources suitable for use by ministry contractors. The Structural Section undertakes structural and hydrological designs.

REGIONS AND DISTRICTS
REGIONAL OPERATIONS
Atrium Tower
1201 Wilson Ave., 7th Flr.
Downsview M3M 1J8
416-235-5184

The general highway maintenance activities for the districts are coordinated, approved and monitored through the five regional offices. These offices manage **construction** and maintenance programs. The office also monitors municipal transfers for road works. A **Traffic** Section collects traffic **statistics**, conducts traffic operations studies, determines road information, sign and traffic signal locations, and provides traffic engineering services when requested.

REGIONS AND DISTRICTS
REMOTE NORTHERN TRANSPORTATION
615 James St. S.
P. O. Box 1177
Thunder Bay P7C 4X9
807-473-2000/2081
OTHER LANGUAGES: French
HOURS: 8:00-4:30

This office, located in the northwestern region, is responsible for the **construction** and ongoing operation of remote **airports** in northern Ontario. For information on provincial policy on aviation matters, see this ministry's Aviation Office entry.

RESOURCES MANAGEMENT BRANCH
301 St. Paul St., 4th Flr.
St. Catharines L2R 7R4
905-704-2600
Fax 905-704-2626
HOURS: 8:00-4:30

The Resources Management Branch is responsible for the effective coordination of all resources, both human and financial, which are administered for the regional operations activities. The branch has two offices: The Resources Administration Office and the Resources Planning Office. These offices provide the central functions of program analysis, programming, scheduling and expenditure control for capital and operating delivery activities carried out in each Ministry of Transportation region and district.

The Resources Administration Office provides coordinating services for the effective use of capital and operating funds allocated to regional operations. These services include: the preparation, deployment and monitoring of all division budgets; the control of capital and operating expenditures within allocated budgets; the development and management of a multi-year highway **construction** plan; the schedule preparation, monitoring and authorizing of head office tendering for current capital projects.

The Resources Planning Office ensures effective coordination of the business processes, organization development and human resource management for the Operations Division. This includes providing leadership, coordination and/or analysis of corporate and cross-divisional issues and initiatives. Executive support, advisory and communications services for the Operations Division are also provided.

POLICY AND PLANNING DIVISION

Ferguson Block
77 Wellesley St. W., 3rd Flr.
Toronto M7A 1Z8
416-327-8521
Fax 416-327-8746
HOURS: 8:15-5:00 

The Policy and Planning Division is responsible for all aspects of transportation planning for the province. This includes the development of strategic multi-modal and multi-jurisdictional transportation plans for the movement of people and goods in all parts of Ontario, the development of sound transportation policies in support of the government's and ministry's objectives, the formulation of strategies to guide investments in all transportation modes, the development of funding strategies for capital investments and support of our transportation industry through research and development.

CORPORATE POLICY AND COMMUNICATIONS BRANCH

East Bldg.
1201 Wilson Ave., B-050
Downsview M3M 1J8
416-235-4434
Fax 416-235-4720 & 235-4648
HOURS: 8:15 to 4:30

The Corporate Policy and Communications Branch is responsible for fostering the development of the ministry business plans for implementation across the ministry and provides policy advice and support on corporate and government-wide issues and priorities to the Minister, Deputy Minister and members of the senior executive. It assumes responsibility for special corporate-based projects. The branch consist of Corporate Affairs Office, Corporate Marketing Office, Policy and Issues Management Office and Strategic Management Team.

CORPORATE POLICY AND COMMUNICATIONS BRANCH
CORPORATE AFFAIRS OFFICE
East Bldg.
1201 Wilson Ave., B-050
Downsview M3M 1J8
416-235-4439
Fax 416-235-4720

The Corporate Affairs Office provides advice and support to the Minister's and Deputy Minister's offices and senior management through the coordination of briefing material, legislative monitoring, providing responses to order paper questions and petitions, coordination of ministry's surveys of the public and preparation of contract news releases. The office manages the issues identification process, involving the Minister's and Deputy Minister's offices and liaises with Cabinet Office, central agencies and other ministries on corporate, government wide issues and priorities.

CORPORATE POLICY AND COMMUNICATIONS BRANCH
CORPORATE MARKETING OFFICE
East Bldg.
1201 Wilson Ave., B-050
Downsview M3M 1J8
416-235-4863
Fax 416-235-4841
HOURS: 8:15 to 4:30

The Corporate Marketing Office markets the ministry's programs and services to a wide range of audiences through a variety of communications channels and vehicles. The office is responsible for strategic marketing plans, communications planning for the roll-out of MTO programs and services, marketing support to ministry program areas, market research, media liaison and monitoring, internal communications, web sites management and French language services.

CORPORATE POLICY AND COMMUNICATIONS BRANCH
POLICY AND ISSUES MANAGEMENT OFFICE
East Bldg.
1201 Wilson Ave., B-050
Downsview M3M 1J8
416-235-4720
Fax 416-235-3599
HOURS: 8:15 to 4:30

The Policy and Issues Management Office supports the Minister, Deputy Minister and senior management through the development, management of the ministry policy agenda process, provision of policy and technical advice, writing of communications strategies and speeches, acting as a main liaison with Cabinet Office and other ministries on internal, external policy matters.

CORPORATE POLICY AND COMMUNICATIONS BRANCH
STRATEGIC MANAGEMENT TEAM
Ferguson Block
77 Wellesley St. W., 3rd Flr.
Toronto M7A 1Z8
416-327-9214
Fax 416-327-2200

The Strategic Management Team develops, coordinates and implements the ministry business plan and produces the performance measurements that evaluate the effectiveness of the results-oriented core business.

INTELLIGENT TRANSPORTATION SYSTEMS OFFICE
Central Bldg.
1201 Wilson Ave., Rm. 320
Downsview M3M 1J8
416-235-3459
Fax 416-235-3811

The Intelligent Transportation Systems (ITS) Office conducts, promotes, and facilitates research, development and demonstration activities in the application of control, communications and information systems technologies to improve transportation in Ontario. The emphasis is working with the public and private sectors in improving productivity, safety, mobility, and the quality of life in Ontario as it pertains to transportation. Activities are concentrated in the areas of intelligent vehicle/highway systems, electronic toll collection, urban transit management, traffic control systems and other advance technology applications such as robotics for road and transit maintenances, fare collection and smart cards.

MUNICIPAL AND INTERGOVERNMENTAL POLICY BRANCH
West Tower
1201 Wilson Ave., 1st Flr.
Downsview M3M 1J8
416-235-3502
Fax 416-235-5243
HOURS: 8:30 to 4:30

The Municipal and Intergovernmental Policy Branch consolidates and strengthens the ministry's ability to deal effectively with municipalities and other jurisdictions including reforms in municipal transit, minicipal roads and the Greater Toronto Area (GTA) governance. It articulates provincial role and responsibilities intergovernmental transportation policy development and evaluates alternative financing proposals relating to provincial-municipal and provincial-federal initiatives.

MUNICIPAL AND INTERGOVERNMENTAL POLICY BRANCH
COMMUNITY TRANSPORTATION ACTION PROGRAM
Macdonald Block
77 Wellesley St. W., Main Flr., Rm. M1-17
Toronto M7A 1N3
416-325-3283
Fax 416-325-2590
OTHER LANGUAGES: French
HOURS: 8:00 to 4:30

The Community Transportation Action Program (CTAP) is a joint initiative of the Ministries of Transportation, Education and Training, Health, Community and Social Services, and Citizenship, Culture and Recreation. CTAP was established in August 1996 to provide transitional support to communities in Ontario wishing to coordinate and restructure their local transportation services. Through coordination, communities can reduce duplications and inefficiencies, and free up resources to meet the continuing demand for transportation. A major component of this program is the identification and removal of barriers and red tape that prevent communities from coordinating and

restructuring. CTAP also offers community groups expert advice and information, and provides limited transitional funding for communities to support start-up costs and formal demonstrations.

MUNICIPAL AND INTERGOVERNMENTAL POLICY BRANCH
EXTERNAL RELATIONS AND PARTNERSHIPS OFFICE
West Tower
1201 Wilson Ave., 1st Flr.
Downsview M3M 1J8
416-235-4446
Fax 416-235-5243

The External Relations and Partnerships Office, in partnership with the Ontario Transportation sector, develops international business opportunities. It provides a point of contact for international industrial cooperation. The office liaises with other transportation jurisdictions and associations on transportation matters.

MUNICIPAL AND INTERGOVERNMENTAL POLICY BRANCH
MUNICIPAL TRANSPORTATION POLICY OFFICE
West Tower
1201 Wilson Ave., 1st Flr.
Downsview M3M 1J8
416-235-4069
Fax 416-235-5243

The Municipal Transportation Policy Office is responsible for the overall provincial policy for municipal transportation matters including municipal reform, classification of provincial/municipal transportation roles, liaison with municipal associations and policy matters and support the implementation of the resulting service delivery.

MUNICIPAL AND INTERGOVERNMENTAL POLICY BRANCH
PUBLIC TRANSPORTATION OFFICE
West Tower
1201 Wilson Ave., 3rd Flr.
Downsview M3M 1J8
416-235-4010
Fax 416-235-5342
HOURS: 8:30 to 4:30

Responsible for municipal transit matters focusing on provincial subsidy administration for transit operating and capital, including specialized services for physically disabled persons.

MUNICIPAL AND INTERGOVERNMENTAL POLICY BRANCH
WHO DOES WHAT IMPLEMENTATION OFFICE
West Tower
1201 Wilson Ave., 1st Flr.
Downsview M3M 1J8
416-235-3502
Fax 416-235-5243

This office is responsible for implementing and coordinating the various transportation elements under the government's WHO DOES WHAT (WDW) initiative. Key activities include integrating the ministry's analysis of related policy, operational, legislative, financial and workforce impacts with the government-wide WDW implementation strategy. The office provides a "one window" approach for MTO's inter-ministry, municipal and external WDW partners.

STRATEGIC VEHICLE TECHNOLOGY OFFICE
Central Bldg.
1201 Wilson Ave., 3rd Flr.
Downsview M3M 1J8
416-235-5019
HOURS: 8:30 to 4:30

The Strategic Vehicle Technology office initiates, conducts, and evaluates research, development and demonstration activities to improve productivity, safety (including stability and handling), environmental impact of vehicles and application of technology to bus transit and commercial vehicles. The office conducts research on motor vehicles, trucks, alternative fuels, electric propulsion systems and develops and demonstrates new products for vehicles to improve safety, efficiency and the mobility of person with disabilities. Special testing facilities, including a instrumentation laboratory, chassis dynamometer, an commercial vehicle test truck, support these activities and other ministry needs.

TRANSPORTATION POLICY BRANCH
West Tower
1201 Wilson Ave., 2nd Flr.
Downsview M3M 1J8
416-235-4044
Fax 416-235-4932
HOURS: 9:00-5:00

The Transportation Policy Branch develops and communicates sound transportation policies that recognize the needs of users and providers of transportation services and directly support the government and ministry objectives of social and economic development.

TRANSPORTATION POLICY BRANCH
ECONOMIC POLICY OFFICE
West Tower
1201 Wilson Ave., 2nd Flr.
Downsview M3M 1J8
416-235-4049
Fax 416-235-4932
HOURS: 9:00-5:00

The Economic Policy Office is responsible for coordinating and providing economic policy response to and assessment of issues and initiatives such as fiscal, monetary, and industrial policies and development, policy proposals affecting the transportation system and provincial and federal budget. The office is also responsible for transportation policy and implementation issues related to trade surrounding interprovincial trade in transportation services, NAFTA, GATT, bilateral agreements, and dispute resolution.

TRANSPORTATION POLICY BRANCH
FREIGHT POLICY OFFICE
West Tower
1201 Wilson Ave., 2nd Flr.
Downsview M3M 1J8
416-235-3604
Fax 416-235-4932
HOURS: 8:15-4:30

The Freight Policy Office is responsible for overall policy for "goods transportation" matters and efficiency of the freight transportation network. Under the existing multi-modal work team, the office is responsible for mode specific policy issues under trucking, freight rail, intermodal, and marine. Works closely with provincial and municipal economic development authorities in conducting comprehensive plant site location studies for multi-national investors that highlight the transportation advantages of locating in Ontario.

Freight Policy Office
355 Counter St.
Kingston K7L 5A3
613-545-4604
OTHER LANGUAGES: French
HOURS: 8:30-4:30

Freight Policy Office
659 Exeter Rd.
London N6A 5H2
519-649-3115
OTHER LANGUAGES: French
HOURS: 9:00-5:00

TRANSPORTATION POLICY BRANCH
PASSENGER POLICY OFFICE
West Tower
1201 Wilson Ave., 2nd Flr.
Downsview M3M 1J8
416-235-4058
Fax 416-235-4932

OTHER LANGUAGES: Italian
HOURS: 9:00 am - 5:00 p.m.

The Passenger Policy Office provides overall policy for "people transportation" matters by providing a framework for an integrated passenger transportation system, including promoting a better balance between improved public transportation and use of the private automobile. The office also develops long-term passenger policy including consideration of passenger needs/preferences, and requires statutory/regulator action. The office incorporates into the policy process the interests of the travelling public, labour and the carrier industry, in the context of provincial policy objectives extending beyond transportation.

TRANSPORTATION SYSTEMS PLANNING BRANCH
West Tower
1201 Wilson Ave., 3rd Flr.
Downsview M3M 1J8
416-235-3975
Fax 416-235-5224
HOURS: 8:30-4:30

The **Transportation** Systems Planning Branch develops strategic, multi-modal and multi-jurisdictional transportation plans for designated areas of the province; conducts transportation corridor studies; provides provincial transportation perspective to **municipalities** and other ministries on land use planning and approval processes; acts as ministry liaison with **GO Transit** on all planning matters; develops comprehensive transportation plans for the Greater Toronto Area and other regions of the province; provides leadership in building consensus around major transportation development projects; provides support to municipalities for their transportation planning and related studies; researches **travel** demand; and monitors future trends and travel behaviour in the province.

TRANSPORTATION SYSTEMS PLANNING BRANCH
DEMAND MANAGEMENT AND FORECASTING OFFICE
West Tower
1201 Wilson Ave., 3rd Flr.
Downsview M3M 1J8
416-235-5037
416-235-5031
Fax 416-235-5224
HOURS: 9:00-5:00

The Demand Management and Forecasting Office provides leadership in collecting and developing transportation demand information, trends and forecasts in support of the transportation planning and policy environment in Ontario; the office forecasts transportation requirements (provincial highways, GO Transit, urban transit); develops, maintains, coordinates and integrates transportation network modelling (O/D surveys, computer-based travel simulations); determines, supports and coordinates the feasibility and implementation of transportation demand management techniques and measures (rider-sharing Program, HOV lands); and assembles data/trends on urban and inter-city transportation.

TRANSPORTATION SYSTEMS PLANNING BRANCH
FREIGHT AND ECONOMIC RESEARCH OFFICE
Central Bldg.
1201 Wilson Ave., 3rd Flr., Rm. 324
Downsview M3M 1J8
416-235-5023
Fax 416-235-4936
OTHER LANGUAGES: French
HOURS: 8:30-4:30

The Freight and Economic **Research** Office conducts freight and economic research as it pertains to transportation in Ontario. The office undertakes market analysis, providing trends, forecasts and analysis of freight flows, and freight transportation supply and demand factors. The office provides research, analysis and expertise concerning the trends affecting freight transportation in Ontario - now and into the future. Applications of transportation market analysis and socio-economic research include transportation impact studies and support for strategic investment decisions.

TRANSPORTATION SYSTEMS PLANNING BRANCH
PROJECT PLANNING OFFICE
West Tower
1201 Wilson Ave., 3rd Flr.
Downsview M3M 1J8
416-235-3971
Fax 416-235-5224
HOURS: 8:15-5:00

The Project Planning Office is responsible for the development of plans, strategies and planning advice for a variety of initiatives within the Greater Toronto Area (GTA), having broad provincial interest and often leading to policy/investment decisions. These have

included the Metro Rapid Transit Expansion Program; provincial positions for north-east Metro and the Rough Park; and a variety of initiatives along the Metro Waterfront such as the Greenwood race track site, West Toronto Downtown Lands and Garrison Common. Presently, the office is responsible for managing the development of a comprehensive transportation plan for the GTA using as a basis the provincially established urban structure concept.

TRANSPORTATION SYSTEMS PLANNING BRANCH
PROVINCIAL PLANNING OFFICE
301 St. Paul St., 6th Flr.
St. Catharines L2R 7R4
905-704-2104
Fax 905-704-2007
OTHER LANGUAGES: French
HOURS: 8:30-4:30.

The Provincial Planning Office is responsible for transportation planning matters at the international, provincial and inter-regional levels. Specifically, the office develops strategic transportation perspectives and network planning studies for large areas of the province, prioritizes transportation capital improvements based on broad socio-economic criteria, liaises with other government jurisdictions to ensure coordinated transportation planning at international crossings, and represents the ministry on various transportation planning exercises.

TRANSPORTATION SYSTEMS PLANNING BRANCH
STRATEGIC PASSENGER RESEARCH OFFICE
Central Bldg.
1201 Wilson Ave., Rm. 333
Downsview M3M 1J8
416-235-4079
OTHER LANGUAGES: French
HOURS: 8:30-4:30

The Strategic Passenger **Research** Office (SPRO) conducts business research on passenger transportation in Ontario with particular emphasis on socio-economic and demographic trends and influences. The office carries out market analysis (demand and supply factors) to determine trends and outlooks and to investigate passenger transportation issues. The office also provides a socio-economic perspective to Capital Planning and Investment Decision making, including the use of methods such as Benefit/Cost Analysis. Information is maintained on Ontario land use/demographic trends and forecasts, social profiles and commuting patterns throughout the province. As part of the provision of socio-economic expertise, the office explores changing attitudes towards transportation.

TRANSPORTATION SYSTEMS PLANNING BRANCH
URBAN AND REGIONAL PLANNING OFFICE
West Tower
1201 Wilson Ave., 3rd Flr.
Downsview M3M 1J8
416-235-3971
Fax 416-235-5224
HOURS: 8:15-5:00

The Urban and Regional Planning Office develops, in conjunction with other provincial ministries, agencies and municipalities, a strategic transportation plan which would support and complement the overall growth management strategy for the Greater Toronto Area (i.e., GTA Plan); the office acts as the primary ministry liaison with GO Transit on all planning matters, including the evaluation of network and service expansion; provides the provincial perspective on transportation issues that transcend municipal boundaries; supports Ontario Planning Review through the development of policies, guidelines and performance indicators; develops plans and provides advice on airport ground access issues; conducts studies to develop innovative funding concepts for transit infrastructure (i.e., rapid transit and GO Transit); and pursues land/use transportation coordination opportunities through gateway studies; provides leadership, advice and assistance to municipalities for transportation planning activities and studies.

QUALITY AND STANDARDS DIVISION

Ferguson Block
77 Wellesley St. W., 3rd Flr.
Toronto M7A 1Z8
416-327-8788
OTHER LANGUAGES: French
HOURS: 7:45-5:00

The Quality and Standards Division has overall responsibility for establishing transportation engineering standards, service standards, operational policies, and for promoting quality transportation facilities and services through innovative research. The division consists of the Transportation Engineering Branch, the Construction and Operations Branch, the Program Development Branch, and the Research and Development Branch.

CONSTRUCTION AND OPERATIONS BRANCH
South Bldg.
301 St. Paul St., 2nd Flr.
St. Catharines L2R 7R4
905-704-2032
Fax 905-704-2030
HOURS: 8:00-4:30

This branch is responsible in the area of transportation operations for the development of operational policies, procedures, service criteria and standards to ensure the appropriate level of consistency and integration of the operation and maintenance of transportation services, infrastructure and related facilities, evaluating and continually improving the efficiency and effectiveness of operational processes and identifying of needs for change

and improvement. Professional expertise in the areas of traffic operations, maintenance operations, corridor management, contract management, public and engineering claims, as well as specialized program delivery functions, which include electrical design.

CONSTRUCTION AND OPERATIONS BRANCH
CLAIMS OFFICE
301 St. Paul St., 4th Flr.
St. Catharines L2R 7R4
905-704-3023
Fax 905-704-2777
HOURS: 8:00 to 4:30

The Claims Office is responsible for resolving public claims against the ministry as follows: a) Claims Settlement; The negotiation and settlement of claims against the ministry for which we are NOT insured including well claims and nuisance claims due to vibrating, drainage/flooding, dust, blasting, incorrect or outdated D&V information resulting in financial loss or inconvenience; damage of loss to employee personal property through negligence of the ministry. b) Recovery of damages to crown property. c) Payment to municipal fire departments. d) Recovery of above municipal fire department costs.

CONSTRUCTION AND OPERATIONS BRANCH
CONTRACT MANAGEMENT OFFICE
301 St. Paul St., Ground Flr.
St. Catharines L2R 7R4
905-704-2191
Fax 905-704-2040
HOURS: 8:15-4:30

The Contract Management Office deals with policies, management and award of **transportation** construction contracts. The Contract Preparation and Control Section (905-704-2203), which prepares and carries out contract documents, answers inquiries during the tendering stage. The Contract Verification Section (905-704-2755) reviews documents for randomly selected contracts to assess general quality of documents and provides independent verification of the accuracy and compliance of contract payment. The System Application Section develops and maintains the automated processes in contract preparation, administration and verification.

The Executive Section (905-704-2191) coordinates development of policies and guidelines for the ministry's construction administration practices and contracting methods. The Qualification Control Section is responsible for the administration of the ministry's system of qualification for road and bridge construction and maintenance contractors. The office also has the responsibility for the administration of liens filed against ministry contracts pursuant to the Construction Lien Act.

CONSTRUCTION AND OPERATIONS BRANCH
CORRIDOR POLICY OFFICE
301 St. Paul St., 2nd Flr. N.
St. Catharines L2R 7R4
905-704-2919
Fax 905-704-2828
HOURS: 8:00-4:30

The Corridor Policy Office coordinates the review of development proposals (e.g., plans of **subdivisions**, **official plans** and **zoning** bylaws) that may affect provincial **transportation** proposals (e.g., provincial **highways**, future **transit** routes, etc.). The office develops policies and procedures for the transportation corridor program on access policies, right-of-way protection, and **permits** for **advertising signs**, utilities, entrances and buildings. Advice is given to other government agencies, municipalities, developers and the public. Program administration is shared by district and regional offices (see this ministry's Operations Division entry).

CONSTRUCTION AND OPERATIONS BRANCH
ESTIMATING AND ENGINEERING CLAIMS OFFICE
301 St. Paul St., Gorund Flr., S.
St. Catharines L2R 7R4
905-704-2121
Fax 905-704-2031
HOURS: 8:00 - 5:00

The Estimating and Engineering Office is responsible for ensuring that acceptable value and competitive bidding are received for contracts tendered by the ministry. The office prepares the ministry's official estimate prior to tendering of contracts, as well as cost estimates to assist in the resolution of issues during construction. The office is also responsible for maintaining a computerized database (Project Value System) of all tendered item prices on ministry capital contracts for the most recent five years (average of three low bidders).

Consultants and contractors may appeal claim decisions made by the ministry's regional offices to the Assistant Deputy Minister, Quality and Standards Division. This office analyzes the claim principles and costs, advises the Assistant Deputy Minister on the appeal, and, as authorized, negotiates a settlement.

CONSTRUCTION AND OPERATIONS BRANCH
MAINTENANCE OPERATIONS AND EQUIPMENT ENGINEERING OFFICE
301 St. Paul St., 2nd Flr.
St. Catharines L2R 7R4
905-704-2990
Fax 905-704-2848
OTHER LANGUAGES: French
HOURS: 8:00-4:30

The Maintenance Operations and Equipment Office develops quality and standards and operating policies for the maintenance of the provincial **highways** system and specifications, standards, policies and procedures for the purchase, repair, maintenance and operation of the ministry's vehicles and equipment. The office includes the

Government Garage. The office also provides technical leadership and training in the areas of highway maintenance, maintenance contracts, facilities maintenance, roadside vegetation management, **pavement** markings, sign manufacture, vehicle maintenance and repairs, vehicle operation and management information systems.

CONSTRUCTION AND OPERATIONS BRANCH

MAINTENANCE OPERATIONS AND EQUIPMENT ENGINEERING OFFICE
GOVERNMENT GARAGE
Macdonald Block
900 Bay St., Rm. M1b-93
Toronto M7A 2A2
416-327-7017
Fax 416-327-7023
OTHER LANGUAGES: French
HOURS: 6:30am-12:00midnight 

The Government Garage provides a complete chauffeur and garage service to government ministries.

CONSTRUCTION AND OPERATIONS BRANCH
TRAFFIC PROGRAM MANAGEMENT OFFICE
301 St. Paul St., 2nd Flr. S.
St. Catharines L2R 7R4
905-704-2960
Fax 905-704-2888
HOURS: 8:00-4:30 

The **Traffic** Program Management Office develops and implements policies, standards and procedures for traffic control devices (traffic **signs** and signals), illumination and **speed limits** on provincial **highways**, and electrical engineering applications. The office also maintains traffic accident information files for the provincial highway system, develops traffic control techniques and devices, operational activities of the above functions are carried out by the regional offices (see the ministry's Operations Division entry).

PROGRAM DEVELOPMENT BRANCH
301 St. Paul St., 4th Flr.
St. Catharines L2R 7R4
905-704-2600
Fax 905-704-2626
HOURS: 8:30-4:30 

The Program Development Branch provides operational policy and procedures, technical advice and administration in a number of areas described in further details under each heading.

PROGRAM DEVELOPMENT BRANCH
AVIATION OFFICE
West Tower
1201 Wilson Ave., 2nd Flr.
Downsview M3M 1J8
416-235-4045
Fax 416-235-5342
HOURS: 8:00-5:00

The Aviation Office provides technical advice and **financial assistance** to municipalities for the development of municipal **airports**, and plans and implements the construction and maintenance programs of remote airports in **northern Ontario**.

The actual construction and maintenance activities for remote airports are carried out by this ministry's Remote Northern Transportation Office, Northern Region.

PROGRAM DEVELOPMENT BRANCH
MUNICIPAL ROADS OFFICE
Cochrane Temiskaming Resources Centre
Hwy. 101
P. O. Bag 3010
South Porcupine P0N 1H0
705-235-8691
Fax 705-235-8310
OTHER LANGUAGES: French
HOURS: 8:00-4:30

The **Municipal Roads** Office administers the Transition Fund Program established in 1996. The capital for the Transition Fund is for projects that are commitments, legal agreements and for projects of provincial significance. Funding for first nations roads and **bridges** and municipal ferries are part of the Transition Fund.

PROGRAM DEVELOPMENT BRANCH
PROVINCIAL HIGHWAYS OFFICE
301 St. Paul St., 4th Flr.
St. Catharines L2R 7R4
905-704-2600
Fax 905-704-2626
HOURS: 8:00 - 5:00

The Provincial Highways Office consists of the Inventory Management Section and the Capital Planning Section. The Inventory Management Section administers the Linear Highway Referencing System and the Highway Inventory Management System. The maintenance, analysis and reporting of the system condition is managed under this section. The Capital Planning Section is responsible for the highway needs assessment and evaluation. This information is used in the preparation of the capital investment plan for highways. Preparation of the system "health" report is the responsibility of this section. Technical advice and assistance is provided in respect of issues pertaining to capital needs and highway standards.

PROGRAM DEVELOPMENT BRANCH
PUBLIC TRANSPORTATION OFFICE
West Tower
1201 Wilson Ave., 3rd Flr.
Downsview M3M 1J8
416-235-4024
Fax 416-235-5342

The Public Transportation Office provides financial (capital and operating) and technical assistance to **municipalities** for **transit** operations, including specialized services for physically **disabled persons**. Assistance is also made available for construction, acquisition and rehabilitation of capital assets and equipment, and for transit planning studies and demonstration projects. As of January 01, 1998 municipalities will become fully responsible for operating and funding all types of transit services and other local transportation services as part of the "Who Does What" initiatives. Funding will continue only for specific on-going and legally committed projects.

PROGRAM DEVELOPMENT BRANCH
SYSTEMS DEVELOPMENT OFFICE
301 St. Paul St., 4th Flr.
St. Catharines L2R 7R4
905-704-2600
Fax 905-704-2626
OTHER LANGUAGES: French
HOURS: 8:00-4:30

The Systems Development Office provides information systems support to the Roads Transportation, Public Transportation and executive office within the Program Development Branch. Services are also provided to municipal staff within regional and district offices.

The office is responsible for developing, implementing and maintaining information systems that are used to determine construction and maintenance needs, calculate allocation amounts, administer subsidy and grant payments, and automate office functions.

The office also provides training and help-line support to all clients.

RESEARCH AND DEVELOPMENT BRANCH
Central Bldg.
1201 Wilson Ave., Rm. 331
Downsview M3M 1J8
416-235-4744
Fax 416-235-4872
HOURS: 8:00-4:30

This Branch assists with the exploitation of new innovations to review standards, reduce costs and enhance management efficiency and effectiveness as related to provincial highways. It investigates and evaluates innovations and new products that are developed by the private sector and research institutions with respect to their appropriateness and usefulness for ministry applications.

There are three domains for the Branch's investigations and assessments: (1) Highway Infrastructure Engineering includes investigations of innovations related to structures, pavements and/or improvements to material strength and durability. Priority is given for investigations that will help reduce costs and/or improve the ministry's ability to monitor quality and predict performance of facilities. (2) Highway Infrastructure Liability Reduction includes investigations aimed at efficiency and safety enhancements to infrastructure features, winter maintenance, traffic operations and control, and sustenance of the environment. and (3) Assets Management includes investigations aimed at identifying the right business tools which are based on sound engineering economic principles to optimize management of the highway assets.

Results of such investigations are made public and a wide variety of technical publications are available. Call (416)235-3480.

TRANSPORTATION ENGINEERING BRANCH
301 St. Paul St., 2nd Flr. S.
St. Catharines L2R 7R4
905-704-2089
HOURS: 8:00-4:30

The Transportation Engineering Branch develops policies, designs procedures and systems, and offers advice for the infrastructure of the King's Highway System. The branch also monitors the implementation and effectiveness of the processes and technologies used, and identifies needed improvements in consultation with the ministry's regional offices and with industry.

TRANSPORTATION ENGINEERING BRANCH
CONSULTANT SERVICES UNIT
301 St. Paul St., 2nd Flr. S.
St. Catharines L2R 7R4
905-704-2150
HOURS: 8:30-4:30

The Consultant Acquisition Services Office manages and coordinates the ministry's operating policy and procedures for the purchase and management of consulting services. The office develops policies and establishes monitoring processes that are carried out to ensure that consulting services are acquired through a competitive process, with the objective of obtaining the best value for the funds expended.

TRANSPORTATION ENGINEERING BRANCH
ENGINEERING MATERIALS OFFICE
Central Bldg.
1201 Wilson Ave., Rm. 313
Downsview M3M 1J8
416-235-3733
Fax 416-235-3487
HOURS: 8:00-4:30

Through the Bituminous (416-235-3715), Concrete (416-235-3705), Chemicals (416-235-3726), Pavement & Foundation (416-235-3533/3731), and Soils and Aggregates (416-235-3735) Sections, the Engineering Materials Office provides quality standards,

policies and guidelines for materials and analysis services in the **construction**, maintenance and operation of **highways**. Laboratory testing, technical evaluation and approval services are available for materials to be used in the design, construction, maintenance and operation of the transportation system, including highways and **bridges**.

The Foundations unit of the Pavement and Foundation Section (416-235-3731) conducts field investigations, performs geotechnical engineering analysis and produces foundation designs for the proper construction and maintenance of highways and bridges. The Engineering Materials Office publishes reports that are distributed within the ministry and made available to others on request.

TRANSPORTATION ENGINEERING BRANCH
ENVIRONMENTAL OFFICE
301 St. Paul St., Mezzanine S.
St. Catharines L2R 7R4
905-704-2177
Fax 905-704-2044
HOURS: 8:00-4:30

The Environmental Office develops policies, procedures, monitoring and training to ensure that the ministry's programs are in compliance with environmental legislation, regulations and standards. Factor areas addressed include all natural sciences, sound sciences, waste, noise and contaminants. Legislation addressed includes the Environmental Assessment Act, Environmental Protection Act, Ontario Water Resources Act, Fisheries Act and Federal Environmental Assessment Act. Environmental units are located in each of the ministry's regional offices (see this ministry's Operations Division entry).

TRANSPORTATION ENGINEERING BRANCH
PROPERTY OFFICE
301 St. Paul St., 2nd Flr. S.
St. Catharines L2R 7R4
905-704-2233
HOURS: 8:00-4:30

The Property Office is responsible for the application within the ministry of provincial policies and procedures in the areas of property **appraisal**, acquisition, **land** management, sales and leasing. The office ensures monitoring processes are carried out to obtain good quality and uniform standards of performance, reviews selected regional land appraisals, coordinates technical training programs and systems development in property processes and prepares all **arbitration** cases proceeding before the Ontario **Municipal** Board. For information, contact the Property Section of the Engineering and Right-of-Way Offices (see regional offices listed under Operations Division).

TRANSPORTATION ENGINEERING BRANCH
STRUCTURAL OFFICE
301 St. Paul St., Mezzanine
St. Catharines L2R 7R4
905-704-2405
HOURS: 8:00-4:30

The Ministry of Transportation has an inventory of approximately 3,000 **bridges** on the provincial highway system, as well as countless culverts, retaining walls, sign supports and other highway related structures. The Structural Office contributes to the management of this infrastructure with the development, maintenance and implementation of policies, procedures, guidelines, standards and specifications. These ensure the safe and efficient design and **construction** of new and rehabilitated highway structures. The Structural Office also designs complex structures and provides evaluation, monitoring and audit functions related to the performance of various design, construction and rehabilitation contracts and methodologies. A variety of manuals, reports, standard drawings and computer programs are available. These include the Structural Manual, Structural Rehabilitation Manual, and the Ontario Modular Bridge Analysis System (OMBAS). For information about these and other related Structural Office publications and computer programs, please contact the Structural Office or the Ministry's distributor of Engineering Knowledge Systems (Ronen Publishing House Inc., 1-800-856-2196, Fax 1-800-870-7239).

TRANSPORTATION ENGINEERING BRANCH
SURVEYS AND DESIGN OFFICE
301 St. Paul St., 2nd Flr. S.
St. Catharines L2R 7R4
905-704-2265
HOURS: 8:00-4:30

The Surveys and Mapping Section (905-704-2329), Automated System Section (905-704-2334), Highway Planning & Design Development Section (905-704-2293), **Drainage** and **Hydrology** Section (905-704-2257), and the Ontario Provincial Standards Section (905-704-2257) provide the ministry with policies, standards, guidelines and procedures for civil engineering, surveying and cartographic applications related to provincial roads; develop standards for highway geometrics, **construction**, design, drainage, hydrology, remote sensing, and new products. The office develops and maintains the Ontario Provincial Standards, which reflect construction and maintenance requirements for **highways**, watermains and sewers.

Responsibilities include developing, monitoring and providing technical expertise on automation of highway design processes, produces photogrammetric plans, cartographic maps, processes legal documents and provides control survey data/services. The office produces a number of highway design, drainage and survey **publications** and manuals.

Maps are available to the public through the ministry's Customer Service Branch, MTO INFO (1-800-268-4686 or 1-800-739-4949).

SAFETY AND REGULATION DIVISION

East Bldg.
1201 Wilson Ave., Main Flr.
Downsview M3M 1J8
416-235-2999
Fax 416-235-4153
HOURS: 8:00-5:00

The Safety and Regulation Division's goal is to make Ontario's roads the safest in North America by providing improved road safety to all users. It advocates safe, efficient transportation in Ontario by establishing the acceptable qualifications for road users, monitoring their performance and, through new coalitions involving government, industry, safety groups and other community interests, positively influencing their attitudes and behaviour. It develops educational, legislative, operational and regulatory policy and program initiatives that will improve road safety and reduce personal, societal and economic effects of accident injuries. It coordinates and disseminates road safety information with a view to positively influence road-user behaviour and attitudes. It administers the licensing of "for-hire" transport and its operators under the federal and provincial Acts (including the Highway Traffic Act, the Dangerous Goods Transportation Act and the Truck Transportation Act), and enforces these Acts with respect to driver and vehicle safety, vehicle weights and sizes and the movement of dangerous goods. As well, the division monitors the transportation environment and, when necessary, makes recommendations for changes that will improve it.

BUSINESS SERVICES OFFICE

East Bldg.
1201 Wilson Ave., Main Flr.
Downsview M3M 1J8
416-235-5344
Fax 416-235-5211

The Business Services Office's mandate is to develop and manage business and resource, financial planning, priority setting and evaluation services to Safety and Regulation Division by monitoring the use of resources to ensure efficient and effective service and taking corrective action when required, undertaking financial and human resource assessment and development activities, and by supporting the division planning committee activities and the division head in the strategic management and communication of the business plan and priorities.

BUSINESS AND TECHNOLOGY INTEGRATION GROUP

East Bldg.
1201 Wilson Ave., Main Flr., Rm.113
Downsview M3M 1J8
416-235-3600

The Business and Technology Integration Group is responsible for portfolio management support for safety and service initiatives, the development of business/technology strategies, market research and business case development within the Safety and Regulation Division.

CENTRAL REGION DRIVERS AND VEHICLES
Atrium Tower
1201 Wilson Ave., 2nd Flr.
Downsview M3M 1J8
416- 235-5406

The Central Region **Drivers** and Vehicles Office delivers, within Central Region, the ministry's programs in the areas of driver examination and licensing, driver improvement, vehicle registration and vehicle inspection; and enforces the statutes and regulations related to the operation of vehicles on the highways of Ontario.

COMPLIANCE BRANCH
301 St. Paul St., 3rd Flr
St. Catharines L2R 7R4
905-704-2502
Fax 905-704-2467
HOURS: 8:00-4:30

The Compliance Branch promotes and enhances the safe movement of people and goods over Ontario highways by formulating policies and procedures that encourage compliance with statutes governing the economic regulation of transportation services, vehicle safety inspection programs and the transportation of dangerous goods. The Branch contributes to the protection of the highway infrastructure and promotes highway safety by providing expert consulting service in matters relating to vehicle design, performance, standards and regulation.

COMPLIANCE BRANCH
CARRIER SAFETY & ENFORCEMENT POLICY OFFICE
301 St. Paul St., 3rd Flr
St. Catharines L2R 7R4
905-704-2500
1-800-387-7736 (Toll-free)
Fax 905-704-2467
OTHER LANGUAGES: French
HOURS: 8:00-4:30

This Office is responsible for the fiscal planning, Strategic and long range planning, and corporate/executive support for the Branch and Program. It also takes the lead in national/international liaison, management of legislative and regulatory responsibilities and corporate/operational policy development.

COMPLIANCE BRANCH
CARRIER SANCTIONS & INVESTIGATION OFFICE
301 St. Paul St., 3rd Flr
St. Catharines L2R 7R4
905-704-2500
Fax 905-704-2525
OTHER LANGUAGES: French
HOURS: 8:00-4:00

The office provides special investigations, carrier control and enforcement support services for the Carrier Subprogram. Investigations involve contraventions under the Highway Traffic Act, the Motor Vehicle Transport Act, the Truck Transportation Act and the Public Vehicles Act. It monitors operations of carriers and initiates control and sanction proceedings against offenders.

The office is also responsible for various licensing functions - truck/bus operating licences, MVIS licences and issuing Oversize/overweight permits.

COMPLIANCE BRANCH

CARRIER SANCTIONS & INVESTIGATION OFFICE
LICENSING APPLICATIONS
301 St. Paul St., 3rd Flr.
St. Catharines L2R 7R4
905-704-2500
Fax 905-704-2525

The Weight & Load Engineer reviews and monitors oversize/overweight permit applications with regards to weight restriction.

The Oversize/Overweight(O/O) Unit is responsible for issuing and collecting fees for permits allowing for the transportation of oversize/overweight single or annual trip and/or special permits.

The Motor Vehicle Inspection Station (MVIS) Unit is responsible for the collecting of revenue from the issuing of MVIS licences, Safety Standard Certificates and safety stickers. This Unit is also responsible for the registration and renewal of mechanics and stations in the program.

COMPLIANCE BRANCH

CARRIER SANCTIONS & INVESTIGATION OFFICE
LICENSING SECTION
301 St. Paul St., 3rd Flr.
St. Catharines L2R 7R4
905-704-2500
Fax 905-704-2525

The Licensing Section issues operating **licences** for bus operations under the Public Vehicles Act and for-hire trucking under the Truck Transportation Act. This section also administers the issuing of licences for for-hire bus and truck operations under the Motor vehicle Transport Act (Federal).

Carrier Sanction and Investigation Office issues Load Brokerage **Certificates** and Oversize/Overweight **permits**. This office administers the Motor Vehicle Inspection Station (MVIS) program.

Competency Tests and Certificates are controlled by the Carrier Sanctions and Investigations Office. Exemption permits to the hours of work requirements (under HTA and MVTA) are processed here.

The issuance Commercial Vehicle Operator's **Registration** (CVOR) Certificates issued under the Highway Traffic Act is controlled by this office.

COMPLIANCE BRANCH
ENFORCEMENT EFFECTIVENESS & IMPROVEMENT OFFICE
301 St. Paul St., 3rd Flr
St. Catharines L2R 7R4
905-704-2212
1-800-387-7736 (Toll-free)
Fax 905-704-2467
HOURS: 9:00-4:30

This office coordinates the monitoring, analysis and evaluation of the enforcement program's effectiveness and recommends improvements.

The office also coordinates the ongoing development and management of enforcement resources/assets and the human resource management processes for the enforcement program.

Data from the Commercial Vehicle Inspection Reports are inputted into the SafetyNet program.

COMPLIANCE BRANCH
VEHICLE STANDARDS OFFICE
301 St. Paul St., 3rd Flr
St. Catharines L2R 7R4
905-704-2568
Fax 905-704-2467
OTHER LANGUAGES: French
HOURS: 8:00-4:00

The Vehicle Standards Office provides consulting services to the ministry, other government agencies and the public on vehicle-related legislation and regulations, vehicle safety standards, and vehicle performance and handling characteristics.

COMPLIANCE BRANCH
VEHICLE WEIGHT REVIEW PROJECT OFFICE
Central Bldg.
1201 Wilson Ave., Rm. 133
Downsview M3M 1J8
416-235-4739 vehicle weight review & carrier safety rating
Fax 416-235-5139 vehicle weight review & carrier safety rating
OTHER LANGUAGES: French
HOURS: 8:00-4:00

301 St. Paul St., 3rd Flr
St. Catharines L2R 7R4
905-704-2466
905-704-2552 carrier safety rating
Fax 905-704-2467
Fax 905-704-2567 carrier safety rating

The Vehicle Weight Review Project Office is reviewing weight legislation pertaining to commercial motor vehicles. The Enforcement Facilities and Technology Project Office looks after the following projects: The Vehicle Emissions Project involves MTO and MOEE who are undertaking a joint one year project for the voluntary testing of light and heavy duty vehicles to assess the issues related to the possible implementation of an Ontario mandatory program. Avion-MTO in partnership with a number of U.S.A. states is implementing a two year pilot project that would allow pre-qualified carriers with transponder equipped trucks to pass truck inspection stations on Hwy. 401 and 1-75 without having to pull in. The TIS Strategy study is developing a strategy for the most effective use of the MTO TIS network and assessing alternative vehicles and technology to deliver its enforcement program. The carrier Safety Rating Project is involved in setting up a safety rating program for all carriers.

COMPLIANCE BRANCH

VEHICLE WEIGHT REVIEW PROJECT OFFICE
ENFORCEMENT FACILITIES AND TECHNOLOGY PROJECT
Central Bldg.
1201 Wilson Ave., Rm. 133
Downsview M3M 1J8
416-235-5131
Fax 416-235-5139
HOURS: 8:00 to 4:30

The Enforcement Facilities & Technology Project develops a better understanding of the specifics of design and operation of an inspection and maintenance program for Ontario by hiring a contractor to build and operate a car, truck and motorcycle emission inspections station for one year. The office examines and evaluates technology facility design, operation, public acceptance, and effectiveness during this period with a view to determining the need for a mandatory program in Ontario.

LICENSING AND CONTROL BRANCH
East Bldg.
1201 Wilson Ave., Main Flr.
Downsview M3M 1J8
416-235-2999
Fax 416-235-4414
OTHER LANGUAGES: French
HOURS: 8:30-4:30

The Licensing and Control Branch administers a program of products and services on driver and vehicle licensing and introduces new technologies to accommodate the changing needs of its customers. The branch regulates driver qualifications and performance and maintains licensing and conviction records for **drivers** and vehicles. It also provides driver and vehicle information to the public, the courts and law enforcement agencies. For inquiries concerning vehicle licensing, driver control (suspensions, demerit points), driver licensing (renewals, change of address) and the Canadian Agreement on Vehicle Registration, call 416-235-2999 or contact the nearest regional or district Drivers and Vehicles Office.

ROAD SAFETY BUSINESS SERVICES GROUP
East Bldg.
1201 Wilson Ave., Rm. 1-154
Downsview M3M 1J8
416-235-5685

The Road Safety Business Services Group is responsible for developing the organizational, financial, marketing, partnership and business requirements for the Safety and regulation Division. The group is committed to continuous improvements in business processes and safety programs and involving all interested parties both externally and internally in the development and implementation of safety programs to make road safety a shared responsibility.

SAFETY INFORMATION TECHNOLOGY BRANCH
East Bldg.
1201 Wilson Ave., Main Flr.
Downsview M3M 1J8
416-235-5681
OTHER LANGUAGES: French
HOURS: 8:00-4:30

The Safety Information Technology Branch provides information technology services to the operational units in the Safety and Regulation Division. This includes the development and maintenance of the driver, vehicle and carrier computer applications, support for the province-wide telecommunications network, business analysis, microcomputer development service, strategic planning and information resource management.

SAFETY INFORMATION TECHNOLOGY BRANCH
APPLICATIONS SOLUTIONS OFFICE
East Bldg.
1201 Wilson Ave., Main Flr.
Downsview M3M 1J8
416-235-4502
OTHER LANGUAGES: French
HOURS: 8:00-4:30

The Applications Solutions Office provides new computer applications development, enhancements and support for the division's operational systems, incorporating full system development, life cycle support and project management.

SAFETY INFORMATION TECHNOLOGY BRANCH
PLANNING & TELECOMMUNICATIONS OFFICE
East Bldg.
1201 Wilson Ave., Main Flr.
Downsview M3M 1J8
416-235-4517
OTHER LANGUAGES: French
HOURS: 8:00-4:30

The Planning and Telecommunications Office provides analysis, evaluation and implementation of information systems and emerging technologies that support the business strategies of the Safety and Regulation Division. The division's day-to-day operational systems are also maintained through this office's production control services and support of the on-line, province-wide data communication network.

SAFETY INFORMATION TECHNOLOGY BRANCH
SYSTEMS SUPPORT OFFICE
East Bldg.
1201 Wilson Ave., Main Flr.
Downsview M3M 1J8
416-235-4511
OTHER LANGUAGES: French
HOURS: 8:00-4:30

The Systems Support Office provides Data Base Administration, Systems Management and Quality Assurance, Systems Library Administration, Systems Testing, Batch Production Control, and Support Services for Application Development and Maintenance.

The office also provides 24-hour technical support to the operation of the division's on-line and batch production systems.

SAFETY POLICY BRANCH
East Bldg.
1201 Wilson Ave., Main Flr., Rm. 215
Downsview M3M 1J8
416-235-3608
Fax 416-235-3633
OTHER LANGUAGES: French
HOURS: 8:00-4:30

The Safety Policy Branch promotes safety through the work of various offices which are described in individual entries.

SAFETY POLICY BRANCH
ROAD SAFETY MARKETING OFFICE
East Bldg.
1201 Wilson Ave., Main Flr., Rm. 215
Downsview M3M 1J8
416-235-4787/3585
Fax 416-235-3633

The Office develops community networks to deliver road safety programs and monitors road safety activity through liaisons with stakeholders and other jurisdictions. Provincial programs that promote road safety are also delivered by this office. The following items may be ordered by calling (416)235-7473 or faxing (416)235-5068: Information sheets, posters, handbooks, brochures on the following topics; Bicycle safety, seat belt/child safety seats, school age/school bus, general road safety, seniors and pedestrians and new drivers.

SAFETY POLICY BRANCH
ROAD USER POLICY OFFICE
East Bldg.
1201 Wilson Ave., Rm. 215
Downsview M3M 1J8
416-235-3630
Fax 416-235-3633
OTHER LANGUAGES: French
HOURS: 8:00-4:30

The Road User Policy Office promotes **safety** on Ontario's **highways** by coordinating highway activities in the public and private sectors. It develops, monitors and evaluates legislation, regulations and policies, designed to influence the qualification, behaviour and attitudes of all road users and the use of safety-related vehicle equipment. The legislation and regulations primarily involve the Highway Traffic Act, Motorized **Snow Vehicles** Act and Off Road Vehicles Act.

SAFETY POLICY BRANCH
SAFETY RESEARCH OFFICE
East Bldg.
1201 Wilson Ave., Rm. 215
Downsview M3M 1J8
416-235-3629
Fax 416-235-3633
OTHER LANGUAGES: French
HOURS: 8:00-4:30

The Safety **Research** Office conducts research related to road safety, primarily in the behavioural and social areas; disseminates road safety research data and findings in support of road safety policies; and publishes the Ontario Road Safety Annual Report (ORSAR).

SAFETY POLICY BRANCH
STRATEGIC ISSUES OFFICE
East Bldg.
1201 Wilson Ave., Main Flr., Rm. 215
Downsview M3M 1J8
416-235-3628
Fax 416-235-3633
OTHER LANGUAGES: French
HOURS: 8:00-4:30

The Strategic Issues Office, is responsible for the management, coordination and roll out of the Road Safety Plan. It provides a focal point for planning, developing, documenting, monitoring and assessing the achievements and developing implementation strategies for road safety initiatives on an ongoing basis. The office is also responsible for the coordination of a comprehensive review of driver education in the province, in addition to strategic issues management relating to the office's business areas on an ongoing basis.

AGENCIES

GO TRANSIT
20 Bay St., Ste 600
Toronto M5J 2W3
416-869-3600
1-800-387-3652 (Toll-free) (TTY)
Fax 416-869-3525
HOURS: 8:00 - 4:15

The Toronto Area **Transit** Operating Authority (**GO Transit**) is the interregional transit system established by the Province of Ontario linking Metropolitan Toronto with the surrounding regions of Durham, York, Peel, Halton and Hamilton-Wentworth. The system started as a single rail line in 1967, and is now an integrated network of train and bus services running over an 8,000 square kilometre (3,000 square miles) area up to 90 kilometres (55 miles) from downtown Toronto. GO Transit administers the system using

contract operators CN and CP for GO Train service; GO Transit operates the bus service directly. For timetable and fare information, phone the local GO Transit number (416-869-3200 in the Toronto calling area).

GO Transit was established under the Toronto Area Transit Operating Authority Act as a provincial Crown agency and reports to the Legislature through the Minister of Transportation. GO Transit is governed by a Board of Directors made up of the Regional Chairs of the Regions it serves. The head office maintains a library, open to the public (416-869-3600 ext.351), and publishes various timetables, brochures, an annual report and other information.

LICENCE SUSPENSION APPEAL BOARD

151 Bloor St. W., 10th Flr.
Toronto M5S 2T5
416-325-0209
1-800-255-2214 (Toll-free)
Fax 416-325-5217
OTHER LANGUAGES: French
HOURS: No specific hours

THE BOARD

The Licence Suspension Appeal Board ("LSAB") is a quasi-judicial tribunal composed of members appointed by the Lieutenant Governor in Council. The LSAB has had 9 active members for most of the year with an increase at year's end to almost 40. All members appointed serve on a per diem basis. Until December 1996, hearings required a quorum of three members but amendments to the Highway Traffic Act, ("HTA") in December 1996 have reduced the quorum to one member.

For most of the year, the Board had one staff member working part-time.

DUTIES OF THE BOARD

The Board's mandate is to adjudicate appeals brought before it by those **drivers** who have had their driving privileges sanctioned under S.32(12)(b)(i) or S.47(1) HTA; garage proprietors or garage mechanics who have had their licence or registration to issued Safety Standard Certificates cancelled; or those transport carriers that have had their commercial vehicle operator registration ("CVOR") refused or sanctioned. The Board may confirm, modify or set aside the decision of the Minister or Registar or Director. [S.50(2)HTA]

Further appeals may also be brought before the LSAB pursuant to the provisions of the Truck Transportation Act ("TTA") in the event that the Registrar of Motor Vehicle has refused to issue or renew a load brokerage certificate or to suspend or cancel said certificate based upon fitness to operate.

Recent amendments to the HTA have added to the Board's jurisdiction appeals from drivers whose licence has been suspended for 90 days pursuant to S.48(3) HTA. The Board may, pursuant to S.50.1 HTA, confirm the suspension or may order that the suspension be set aside.

All appeals may be heard by way of oral hearing or written submission. In the case of oral hearings, the Board Rules require Pre-Hearing disclosure between the parties.

ONTARIO HIGHWAY TRANSPORT BOARD
151 Bloor St. W., 10th Flr.
Toronto M5S 2T5
416-326-6732
Fax 416-326-6738
OTHER LANGUAGES: French
HOURS: 8:00-4:30

The Ontario Highway Transport Board operates as a quasi judicial administrative tribunal. Under the Public Vehicles Act and the Motor Vehicle Transport Act, the Board controls entry and maintains an orderly development in the business of transporting passengers for compensation in public vehicles, both within Ontario and to other jurisdictions.

ONTARIO TRANSPORTATION CAPITAL CORPORATION
Ontario Transportation Capital Corporation
200 King St. W., 20th Flr.
P.O. Box 80
Toronto M5H 3T4
416-326-6606
OTHER LANGUAGES: French
HOURS: 8:30-5:00

The Ontario Transportation Capital Corporation undertakes the cost-effective and timely delivery of mega-construction transportation projects, e.g., the new Hwy. 407 toll facility. The corporation is led by a Board of Directors and fosters a business-like culture. This allows it to successfully establish partnerships with the private sector to reduce costs, improve efficiency and develop dedicated user-pay ancillary revenue streams to mitigate operating costs and debt-servicing requirements for project financing.

ONTARIO TRANSPORTATION DEVELOPMENT CORPORATION
c/o Ministry of Transportation
West Tower
1201 Wilson Ave., 3rd Flr.
Downsview M3M 1J8
416-235-4106

The Ontario Transportation Development Corporation was established to encourage and contribute to the development and improvement of the public transportation system in Ontario. The corporation is currently inactive.

ACTS

The Ministry of Transportation is responsible for the Acts listed below.

Airports Act
Bluewater Bridges Act, 1940
Bridges Act
Commuter Services Act
Dangerous Goods Transportation Act
Ferries Act

Highway Traffic Act
Local Roads Boards Act
Ministry of Transportation Act
Motorized Snow Vehicles Act
Off-Road Vehicles Act
Ontario Highway Transport Board Act
Ontario Transportation Development Corporation Act, 1980
Provincial Offences Statute Law Amendment Act, 1993
Public Service Works on Highways Act
Public Transportation and Highways Improvement Act
Public Vehicles Act
Railways Act
Rainbow Bridge Act, 1941
Statute Labour Act
Toll Bridges Act
Toronto Area Transit Operating Authority Act
Township of Pelee Act, 1978
Truck Transportation Act
Urban Transportation Development Corporation Ltd. Act, 1980

MINISTER RESPONSIBLE FOR WOMEN'S ISSUES

The Minister Responsible for Women's Issues advises the government on matters pertaining to women. The minister carries out the mandate through the Ontario Women's Directorate.

ONTARIO WOMEN'S DIRECTORATE

2 Carlton St., 12th Flr.
Toronto M5B 2M9
416-314-0300
OTHER LANGUAGES: French
HOURS: 8:30-5:00

The Ontario **Women**'s Directorate (OWD) assists the government of Ontario to achieve its commitment to the economic, legal and social equality of women in Ontario.

The OWD coordinates and advises the government on issues of concern to women, consistent with the needs to provide greater accountability, promote women's economic independence, and ensure safe communities for women. It coordinates provincial programs to prevent violence against women, acts as a key policy advisor on women's issues, and facilitates programs for women through partnerships with the private and public sectors.

ACCOUNTABILITY, POLICY AND VIOLENCE PREVENTION BRANCH

2 Carlton St., 11th Flr.
Toronto M5B 2M9
416-314-0323
OTHER LANGUAGES: French
HOURS: 8:30-5:00

The Accountability, Policy and Violence Prevention Branch acts as a policy advisor to the Assistant Deputy Minister, the Minister Responsible for **Women**'s Issues and the Ontario government on social, economic and legal issues that relate to women. The branch also provides consultation on policy concerning women's issues to ministries within the Ontario **Public Service**. The work of the branch takes in issues of concern to the diverse groups of women in Ontario.

The Policy Unit is responsible for policy and program development and policy Staff work with other ministries, other jurisdictions and community groups in the development and analysis of policies and programs affecting women. The unit also has lead responsibility for the OWD's participation in the Aboriginal Healing and Wellness Strategy, a five-year initiative involving several ministries and both on and off-reserve Aboriginal organizations.

The Violence Prevention Unit coordinates the government response to **wife assault** and sexual assault, develops initiatives, and liaises with federal, out-of-province and intergovernmental ministries and community groups. Although counselling is not available, individuals are referred to appropriate sources.

The French Language Services Coordinator advises OWD staff on providing French language services and ensures the delivery of services in French according to the French Language Services Act. The coordinator liaises with the francophone women's community to policy development.

The branch administers the directorate's Grants Program which funds community-based projects in support of its business plan priorities of violence against women prevention and economic self-sufficiency for women.

ADMINISTRATIVE UNIT
2 Carlton St., 12th Flr.
Toronto M5B 2M9
416-314-0306
OTHER LANGUAGES: French
HOURS: 8:30-5:00

The Administrative Unit coordinates a variety of financial, personnel, information technology and administrative functions for the Ontario Women's Directorate, provides payment services to suppliers and other ministries, maintains the financial and administrative systems, develops financial and administrative standards, reports on financial matters, and liaises with Management Board of Cabinet and Management Board Secretariat.

ECONOMIC DEVELOPMENT AND PARTNERSHIP BRANCH
2 Carlton St., 11th Flr.
Toronto M5B 2M9
416-314-0344
OTHER LANGUAGES: French
HOURS: 8:30-5:00

The directorate's Economic Development and Partnership Branch (EDP) works in partnership with business, labour, **education** and community organizations to help plan, develop and implement initiatives that will benefit women and girls. For example, in partnership with others, EDP has developed resources to increase awareness of sexual harassment in schools. Other resources deal with sex-role stereotyping and the education and training needs of women and girls.

EDP develops and delivers workshops and seminars, technical guides, audio-visual and print information, training videos, workshop manuals and Change Agent demonstration projects to support and promote women's economic self-sufficiency.

EDP supervises the directorate's Northern office in Thunder Bay, which liaises with northern women and links them to a wide range of directorate's services. The Northern Office administers the Women's Centres Stabilization Program which provides operational funding to 19 women's centres across the province. The Communications Unit of the branch provides a wide range of corporate communications and public information services including the production and marketing of directorate publications and displays which raise awareness of issues related to gender equity and the prevention of violence against women.

MINISTERIAL RESPONSIBILITY FOR ACTS

Abandoned Orchards Act (Agriculture, Food and Rural Affairs)
Absconding Debtors Act (Attorney General)
Absentees Act (Attorney General)
Accidental Fires Act (Attorney General)
Accumulations Act (Attorney General)
Administration of Justice Act (Attorney General)
Advocacy Act, 1992 (Citizenship)
Age of Majority and Accountability Act (Attorney General)
Aggregate Resources Act, 1989 (Natural Resources)
Agreement Authorization Act, 1958 (Natural Resources)
AgriCorp Act, 1996 (Agriculture, Food and Rural Affairs)
Agricultural Committees Act (Agriculture, Food and Rural Affairs)
Agricultural Labour Relations Act, 1994 (Labour)
Agricultural Rehabilitation and Development Act (Ontario) (Agriculture, Food and Rural Affairs)
Agricultural Representatives Act (Agriculture, Food and Rural Affairs)
Agricultural Research Institute of Ontario Act (Agriculture, Food and Rural Affairs)
Agricultural Tile Drainage Installation Act (Agriculture, Food and Rural Affairs)
Agricultural and Horticultural Organizations Act (Agriculture, Food and Rural Affairs)
Airports Act (Transportation)
Alcoholism and Drug Addiction Act (Health)
Algonquin Forestry Authority Act (Natural Resources)
Algonquin Provincial Park Extension Act, 1960-61 (Natural Resources)
Aliens' Real Property Act (Attorney General)
Ambulance Act (Health)
Ammunition Regulation Act, 1994 (Solicitor General and Correctional Services)
Amusement Devices Act (Consumer and Commercial Relations)
An Act Respecting Queen's College at Kingston, 1874, as amended (Education and Training)
Anatomy Act (Solicitor General and Correctional Services)
Anglican Church of Canada Act, 1979 (Attorney General)
Animals for Research Act (Agriculture, Food and Rural Affairs)
Apportionment Act (Consumer and Commercial Relations)
Arbitrations Act (Attorney General)
Arboreal Emblem Act, 1984 (Natural Resources)
Architects Act (Attorney General)
Archives Act (Citizenship, Culture and recreation)
Art Gallery of Ontario Act (Citizenship, Culture and recreation)
Artificial Insemination of Livestock Act (Agriculture, Food and Rural Affairs)
Arts Council Act (Citizenship, Culture and recreation)
Assessment Act (Finance)
Assessment Review Board Act (Attorney General)
Assignments and Preferences Act (Consumer and Commercial Relations)
Athletics Control Act (Consumer and Commercial Relations)
Audiology and Speech-Language Pathology Act (Health)
Audit Act (Finance)
Bail Act (Attorney General)
Bailiffs Act (Consumer and Commercial Relations)
Barrie-Innisfil Annexation Act, 1981 (Municipal Affairs)
Barrie-Vespra Annexation Act, 1984 (Municipal Affairs)
Barristers Act (Attorney General)
Beds of Navigable Waters Act (Natural Resources)
Beef Cattle Marketing Act (Agriculture, Food and Rural Affairs)
Bees Act (Agriculture, Food and Rural Affairs)
Blind Persons' Rights Act (Attorney General)
Blind Workers' Compensation Act (Labour)
Blue Waters Bridges Act, 1940 (Transportation)
Boilers and Pressure Vessels Act (Consumer and Commercial Relations)

Boundaries Act (Consumer and Commercial Relations)
Brantford-Brant Annexation Act, 1980 (Municipal Affairs)
Bread Sales Act (Consumer and Commercial Relations)
Bridges Act (Transportation)
Brock University Act, 1964 (Education and Training)
Budget Measures Act, 1994 (Finance)
Budget Statute Law Amendment Act, 1993 (Finance)
Building Code Act (Housing)
Bulk Sales Act (Attorney General)
Bull Owner's Liability Act (Agriculture, Food and Rural Affairs)
Business Corporations Act (Consumer and Commercial Relations)
Business Names Act (Consumer and Commercial Relations)
Business Practices Act (Consumer and Commercial Relations)
Business Records Protection Act (Attorney General)
Canada Company's Lands Act, 1922 (Natural Resources)
Canadian Insurance Exchange Act, 1986 (Finance)
Cancer Act (Health)
Cancer Remedies Act (Health)
Capital Investment Plan Act, 1993 (Finance)
Capital Investment Plan Act, 1993 (Environment and Energy)
Carleton University Act, 1952 (Education and Training)
Cemeteries Act (Consumer and Commercial Relations)
Centennial Centre of Science and Technology Act (Citizenship, Culture and recreation)
Central Trust Company Act, 1983 (Finance)
Certification of Titles Act (Consumer and Commercial Relations)
Change of Name Act (Consumer and Commercial Relations)
Charitable Gifts Act (Attorney General)
Charitable Institutions Act (Community and Social Services)
Charities Accounting Act (Attorney General)
Child Welfare Municipal Payments Continuance Act, 1976 (Community and Social Services)
Child and Family Services Act (Community and Social Services)
Children's Law Reform Act (Attorney General)
Chiropody Act (Health)
Chiropractic Act (Health)
City of Cornwall Annexation Act, 1974 (Municipal Affairs)
City of Gloucester Act, 1980 (Municipal Affairs)
City of Hamilton Act, 1975 (Municipal Affairs)
City of Hazeldean-March Act, 1978 (Municipal Affairs)
City of London Act, 1990 (Municipal Affairs)
City of Nepean Act, 1978 (Municipal Affairs)
City of Ottawa Road Closing & Conveyance Validation Act, 1981 (Municipal Affairs)
City of Port Colborne Act, 1974 (Municipal Affairs)
City of Simcoe Act, 1993 (Municipal Affairs)
City of Sudbury Hydro-Electric Service Act, 1980 (Municipal Affairs)
City of Thorold Act, 1975 (Municipal Affairs)
City of Thunder Bay Act, 1968-69 (formerly City of Lakehead Act, 1968-69, c.45) (Municipal Affairs)
City of Timmins-Porcupine Act, 1972 (Municipal Affairs)
Class Proceedings Act, 1992 (Attorney General)
Collection Agencies Act (Consumer and Commercial Relations)
Colleges Collective Bargaining Act (Education and Training)
Commercial Concentration Tax Act (Finance)
Commissioners for Taking Affidavits Act (Attorney General)
Commodity Board Members Act (Agriculture, Food and Rural Affairs)
Commodity Boards and Marketing Agencies Act (Agriculture, Food and Rural Affairs)
Commodity Futures Act (Finance)
Community Psychiatric Hospitals Act (Health)
Community Recreation Centres Act (Citizenship, Culture and recreation)
Commuter Services Act (Transportation)
Compensation for Victims of Crime Act (Attorney General)
Compulsory Automobile Insurance Act (Finance)
Condominium Act (Consumer and Commercial Relations)
Consent to Treatment Act, 1992 (Health)

Conservation Authorities Act (Natural Resources)
Conservation Land Act (Natural Resources)
Consolidated Hearings Act, 1981 (Environment and Energy)
Construction Lien Act (Attorney General)
Consumer Protection Act (Consumer and Commercial Relations)
Consumer Protection Bureau Act (Consumer and Commercial Relations)
Consumer Reporting Act (Consumer and Commercial Relations)
Conveyancing and Law of Property Act (Attorney General)
Cooperative Corporations Act (Finance)
Cooperative Loans Act (Agriculture, Food and Rural Affairs)
Coroners Act (Solicitor General and Correctional Services)
Corporations Act (Consumer and Commercial Relations)
Corporations Information Act (Consumer and Commercial Relations)
Corporations Tax Act (Finance)
Costs of Distress Act (Attorney General)
County of Haliburton Act, 1982 (Municipal Affairs)
County of Middlesex Act, 1979 (Management Board of Cabinet)
County of Oxford Act (Municipal Affairs)
County of Simcoe Act, 1993 (Municipal Affairs)
Courts of Justice Act (Attorney General)
Courts of Justice Statute Law Amendment Act, 1994 (Attorney General)
Credit Unions and Caisses Populaires Act (Finance)
Creditors' Relief Act (Attorney General)
Crop Insurance Act Ontario (Agriculture, Food and Rural Affairs)
Crown Administration of Estates Act (Attorney General)
Crown Agency Act (Attorney General)
Crown Attorneys Act (Attorney General)
Crown Employees Collective Bargaining Act (Labour)
Crown Forest Sustainability Act (Natural Resources)
Crown Timber Act (Natural Resources)
Crown Trust Company Act, 1983 (Finance)
Crown Witnesses Act (Attorney General)
Dangerous Goods Transportation Act (Transportation)
Day Nurseries Act (Community and Social Services)
Dead Animal Disposal Act (Agriculture, Food and Rural Affairs)
Debt Collectors Act (Consumer and Commercial Relations)
Degree Granting Act (Education and Training)
Dental Hygiene Act, 1991 (Health)
Dental Technicians Act (Health)
Dental Technology Act, 1991 (Health)
Dentistry Act, 1991 (Health)
Denturism Act, 1991 (Health)
Deposits Regulation Act (Finance)
Development Charges Act (Municipal Affairs)
Development Charges Act, Part III (Education and Training)
Development Corporations Act (Economic Development, Trade and Tourism)
Development Services Act (Long-term care programs and services) (Health)
Developmental Services Act (Community and Social Services)
Dietetics Act, 1991 (Health)
Discriminatory Business Practices Act (Consumer and Commercial Relations)
Disorderly Houses Act (Attorney General)
District Municipality of Muskoka Act (Municipal Affairs)
District Welfare Administration Boards Act (Community and Social Services)
District of Parry Sound Local Government Act, 1979 (Municipal Affairs)
Dog Owner's Liability Act (Attorney General)
Dower and Miscellaneous Abolition Act, 1980 (Attorney General)
Drainage Act (Agriculture, Food and Rural Affairs)
Drug and Pharmacies Regulation Act (Health)
Drugless Practitioners Act (Health)
Edible Oil Products Act (Agriculture, Food and Rural Affairs)
Education Act (Education and Training)
Egress from Public Buildings Act (Solicitor General and Correctional Services)
Elderly Persons Centres Act (Health)
Elderly Persons' Housing Aid Act (Housing)
Election Act (Legislative Offices)
Election Finances Act (Legislative Offices)
Electronic Registration Act, 1991 (Consumer and Commercial Relations)

Elevating Devices Act (Consumer and Commercial Relations)
Emergency Plans Act, 1983 (Solicitor General and Correctional Services)
Employee Share Ownership Plan Act (Finance)
Employer Health Tax Act (Finance)
Employers and Employees Act (Attorney General)
Employment Agencies Act (Labour)
Employment Equity Act, 1993 (Citizenship)
Employment Standards Act (Labour)
Endangered Species Act (Natural Resources)
Energy Act (Consumer and Commercial Relations)
Energy Efficiency Act (Environment and Energy)
English and Wabigoon River Systems Mercury Contamination Settlement Agreement Act, 1986 (Attorney General)
Environmental Assessment Act (Environment and Energy)
Environmental Bill of Rights (Environment and Energy)
Environmental Protection Act (Environment and Energy)
Escheats Act (Attorney General)
Essex County French-language Secondary School Act, 1977 (Education and Training)
Estates Act (Attorney General)
Estates Administration Act (Attorney General)
Evidence Act (Attorney General)
Execution Act (Attorney General)
Executive Council Act (Cabinet Office)
Expenditure Control Plan Statute Law Amendment Act, 1993 (Health)
Expropriations Act (Attorney General)
Extra-Provincial Corporations Act (Consumer and Commercial Relations)
Factors Act (Consumer and Commercial Relations)
Family Benefits Act (Community and Social Services)
Family Law Act (Attorney General)
Family Support Plan Act (Attorney General)
Farm Implements Act (Agriculture, Food and Rural Affairs)
Farm Income Stabilization Act (Agriculture, Food and Rural Affairs)
Farm Practices Protection Act (Agriculture, Food and Rural Affairs)
Farm Products Containers Act (Agriculture, Food and Rural Affairs)
Farm Products Grades and Sales Act (Agriculture, Food and Rural Affairs)
Farm Products Marketing Act (Agriculture, Food and Rural Affairs)
Farm Products Payments Act (Agriculture, Food and Rural Affairs)
Farm Registration and Farm Organizations Funding Act (Agriculture, Food and Rural Affairs)
Ferries Act (Transportation)
Financial Administration Act (Community and Social Services)
Financial Administration Act (Finance)
Financial Services Statute Law Amendment Act, 1994 (Finance)
Fines and Forfeitures Act (Attorney General)
Fire Accidents Act (Solicitor General and Correctional Services)
Fire Departments Act (Solicitor General and Correctional Services)
Fire Marshals Act (Solicitor General and Correctional Services)
Firefighters Exemption Act (Solicitor General and Correctional Services)
Firefighters Protection Act, 1993 (Solicitor General and Correctional Services)
Fish Inspection Act (Natural Resources)
Fisheries Industrial Development Act (Natural Resources)
Fisheries Loans Act (Natural Resources)
Flag Act (Management Board of Cabinet)
Floral Emblem Act (Management Board of Cabinet)
Fluoridation Act (Health)
Foreign Cultural Objects Immunity from Seizure Act (Citizenship, Culture and recreation)
Forest Fires Prevention Act (Natural Resources)
Forest Tree Pest Control Act (Natural Resources)
Forestry Act (Natural Resources)
Forestry Workers Employment Act (Natural Resources)
Forestry Workers Lien For Wages Act (Natural Resources)
Fraudulent Conveyances Act (Attorney General)
Freedom of Information and Protection of Privacy Act (Management Board of Cabinet)

French Language Services Act (Francophone Affairs)
Freshwater Fish Marketing Act (Ontario) (Natural Resources)
Frustrated Contracts Act (Attorney General)
Fuel Tax Act (Finance)
Funeral Directors and Establishments Act (Consumer and Commercial Relations)
Fur Farms Act (Agriculture, Food and Rural Affairs)
Game and Fish Act (Natural Resources)
Gaming Act (Attorney General)
Gaming Control Act, 1992 (Consumer and Commercial Relations)
Gananoque Lands Act, 1961-62 (Natural Resources)
Gas and Oil Leases Act (Natural Resources)
Gasoline Handling Act (Consumer and Commercial Relations)
Gasoline Tax Act (Finance)
General Welfare Assistance Act (Community and Social Services)
Geographic Township of Hansen Act, 1986 (Municipal Affairs)
George R. Gardiner Museum of Ceramic Art Act (Citizenship, Culture and recreation)
Government Contracts Hours and Wages Act (Labour)
Grain Corn Marketing Act (Agriculture, Food and Rural Affairs)
Grain Elevator Storage Act (Agriculture, Food and Rural Affairs)
Guarantee Companies Securities Act (Finance)
Habeas Corpus Act (Attorney General)
Healing Arts Radiation Protection Act (Health)
Health Cards and Numbers Control Act, 1991 (Health)
Health Care Accessibility Act (Health)
Health Facilities Special Orders Act (Health)
Health Insurance Act (Health)
Health Protection and Promotion Act (Health)
Highway Traffic Act (Transportation)
Historical Parks Act (Citizenship, Culture and recreation)
Homemakers and Nurses Services Act (Health)
Homes for Retarded Persons Act (Community and Social Services)
Homes for Retarded Persons Act (Long-term care programs and services) (Health)
Homes for Special Care Act (Health)
Homes for the Aged and Rest Homes Act (Health)
Hospital Labour Disputes Arbitration Act (Labour)
Hospitals and Charitable Institutions Inquiries Act (Attorney General)
Hotel Fire Safety Act (Solicitor General and Correctional Services)
Hotel Registration of Guests Act (Attorney General)
Housing Development Act (Housing)
Human Rights Code, 1981 (Citizenship)
Human Tissue Gift Act (Health)
Hunter Damage Compensation Act (Agriculture, Food and Rural Affairs)
Hypnosis Act (Health)
IDEA Corporation Act, 1981 (Economic Development, Trade and Tourism)
Immunization of School Pupils Act (Health)
Income Tax Act (Finance)
Independent Health Facilities Act (Health)
Indian Lands Act, 1924 (Native Affairs)
Indian Lands Agreement Confirmation Act, 1989 (Native Affairs)
Indian Welfare Services Act (Community and Social Services)
Industrial Standards Act (Labour)
Industrial and Mining Lands Compensation Act (Natural Resources)
Innkeepers Act (Attorney General)
Insurance Act (Finance)
Insurance Statute Law Amendment Act, 1993 (Finance)
International Bridges Municipal Payments Act, 1981 (Municipal Affairs)
International Commercial Arbitration Act (Attorney General)
International Sale of Goods Act (Attorney General)
Interpretation Act (Attorney General)
Interprovincial Summonses Act (Attorney General)
Intervenor Funding Project Act (Attorney General)
Investment Contracts Act (Finance)
Jewish Family and Child Service of Metropolitan Toronto Act (Community and Social Services)
Judicial Review Procedure Act (Attorney General)

Junior Farmers Establishment Act (Agriculture, Food and Rural Affairs)
Juries Act (Attorney General)
Justices of the Peace Act (Attorney General)
Laboratory and Specimen Collection Centre Licencing Act (Health)
Labour Relations Act (Labour)
Labour Sponsored Venture Capital Corporations Act, 1992 (Finance)
Lac Seul Conservation Act, 1928 (Natural Resources)
Lake Superior Board of Education Act, 1976 (Education and Training)
Lake of the Woods Control Board Act, 1922 (Natural Resources)
Lakehead University Act, 1965 (Education and Training)
Lakes and Rivers Improvement Act (Natural Resources)
Land Registration Reform Act (Consumer and Commercial Relations)
Land Titles Act (Consumer and Commercial Relations)
Land Transfer Tax Act (Finance)
Landlord and Tenant Act (Attorney General)
Laurentian University of Sudbury Act, 1960 (Education and Training)
Law Society Act (Attorney General)
Legal Aid Act (Attorney General)
Legislative Assembly Act (Legislative Offices)
Legislative Assembly Retirement Allowances Act (Legislative Offices)
Libel and Slander Act (Attorney General)
Lieutenant Governor Act (Cabinet Office)
Lieutenant Governor Act (Office of the Premier)
Lightning Rods Act (Solicitor General and Correctional Services)
Limitations Act (Attorney General)
Limited Partnerships Act (Consumer and Commercial Relations)
Line Fences Act (Municipal Affairs)
Liquor Control Act (Consumer and Commercial Relations)
Liquor Licence Act (Consumer and Commercial Relations)
Livestock Branding Act (Agriculture, Food and Rural Affairs)
Livestock Community Sales Act (Agriculture, Food and Rural Affairs)
Livestock Medicines Act (Agriculture, Food and Rural Affairs)
Livestock and Livestock Products Act (Agriculture, Food and Rural Affairs)
Livestock, Poultry and Honey Bee Protection Act (Agriculture, Food and Rural Affairs)
Loan and Trust Corporations Act, 1987 (Finance)
Local Improvement Act (Municipal Affairs)
Local Roads Boards Act (Transportation)
Local Services Boards Act (Northern Development and Mines)
London Middlesex Act, 1992 (Municipal Affairs)
Long-Term Care Statute Law Amendment Act, 1993 (Health)
Management Board of Cabinet Act (Management Board of Cabinet)
Manitoba-Ontario Lake St. Joseph Diversion Agreement Authorization Act, 1958 (Natural Resources)
Manitoulin, Barrie and Cockburn Islands Land Act, 1990 (Native Affairs)
Marine Insurance Act (Finance)
Marriage Act (Consumer and Commercial Relations)
Massage Therapy Act (Health)
Massey-Ferguson Limited Act, 1981 (Act not consolidated)
McMaster University, 1976 (Education and Training)
McMichael Canadian Art Collection Act (Citizenship, Culture and recreation)
Meat Inspection Act (Ontario) (Agriculture, Food and Rural Affairs)
Medical Laboratory Technology Act, 1991 (Health)
Medical Radiation Technology Act, 1991 (Health)
Medicine Act, 1991 (Health)
Members' Conflict of Interest Act (Legislative Offices)
Mental Health Act (Health)
Mental Hospitals Act (Health)
Mental Incompetency Act (Attorney General)
Mercantile Law Amendment Act (Attorney General)
Metro Toronto Police Force Complaints Act, 1984 (Attorney General)
Metropolitan Separate School Board Act, 1953 (Education and Training)
Metropolitan Toronto Convention Centre Corporation Act (Citizenship, Culture and recreation)

Midwifery Act, 1991 (Health)
Migratory Birds Convention Act (Canada) - Ontario Regulations (Natural Resources)
Milk Act (Agriculture, Food and Rural Affairs)
Mineral Emblem Act (Natural Resources)
Mining Act (Northern Development and Mines)
Mining Tax Act (Finance)
Ministry of Agriculture and Food Act (Agriculture, Food and Rural Affairs)
Ministry of Citizenship and Culture Act (Citizenship, Culture and recreation)
Ministry of Colleges and Universities Act (Education and Training)
Ministry of Community and Social Services Act (Community and Social Services)
Ministry of Consumer and Commercial Relations Act (Consumer and Commercial Relations)
Ministry of Correctional Services Act (Solicitor General and Correctional Services)
Ministry of Energy Act (Environment and Energy)
Ministry of Government Services Act (Management Board of Cabinet)
Ministry of Health Act (Health)
Ministry of Industry, Trade and Technology Act (Economic Development, Trade and Tourism)
Ministry of Intergovernmental Affairs Act (Intergovernmental Affairs)
Ministry of Labour Act (Labour)
Ministry of Municipal Affairs and Housing Act (Municipal Affairs)
Ministry of Municipal Affairs and Housing Act (Housing)
Ministry of Natural Resources Act (Natural Resources)
Ministry of Northern Development and Mines Act (Northern Development and Mines)
Ministry of Revenue Act (Finance)
Ministry of Tourism and Recreation Act, 1982 (Citizenship, Culture and recreation)
Ministry of Transportation Act (Transportation)
Ministry of Treasury and Economics Act (Finance)
Ministry of the Attorney General Act (Attorney General)
Ministry of the Environment Act (Environment and Energy)
Ministry of the Solicitor General Act (Solicitor General and Correctional Services)
Minors' Protection Act (Attorney General)
Moosonee Development Area Board Act, 1980 (Municipal Affairs)
Mortgage Brokers Act (Finance)
Mortgages Act (Attorney General)
Motor Vehicle Accident Claims Act (Finance)
Motor Vehicle Dealers Act (Consumer and Commercial Relations)
Motor Vehicle Repair Act (Consumer and Commercial Relations)
Motorized Snow Vehicles Act (Transportation)
Municipal Act (Municipal Affairs)
Municipal Affairs Act (Municipal Affairs)
Municipal Arbitrations Act (Municipal Affairs)
Municipal Boundary Negotiations Act (Municipal Affairs)
Municipal Conflict of Interest Act (Municipal Affairs)
Municipal Corporations Quieting Orders Act (Municipal Affairs)
Municipal Elderly Residents' Assistance Act (Municipal Affairs)
Municipal Elections Act (Municipal Affairs)
Municipal Extra-Territorial Tax Act (Municipal Affairs)
Municipal Franchises Act (Municipal Affairs)
Municipal Freedom of Information and Protection of Privacy Act (Management Board of Cabinet)
Municipal Health Services Act (Health)
Municipal Interest and Discount Rates Act (Municipal Affairs)
Municipal Tax Assistance Act (Municipal Affairs)
Municipal Tax Sales Act (Municipal Affairs)
Municipal Unemployment Relief Act (Municipal Affairs)
Municipal Works Assistance Act, 1980 (Municipal Affairs)
Municipal and School Board Payments Adjustment Act (Education and Training)
Municipality of Metropolitan Toronto Act (Municipal Affairs)
Municipality of Shuniah Act, 1936 (Municipal Affairs)
National Radio Observatory Act, 1962-63 (Natural Resources)
Negligence Act (Attorney General)
Niagara Escarpment Planning and Development Act (Environment and Energy)
Niagara Parks Act (Citizenship, Culture and recreation)

Nipissing University Act (Education and Training)
Nonresident Agricultural Land Interests Registration Act (Agriculture, Food and Rural Affairs)
North Georgian Bay Recreational Reserve Act, 1962-63 (Natural Resources)
North Pickering Development Corporation Act, 1974 (Housing)
Northern Ontario Heritage Fund Act (Northern Development and Mines)
Notaries Act (Attorney General)
Nursing Act, 1991 (Health)
Nursing Homes Act (Health)
Occupational Health and Safety Act (Labour)
Occupational Therapy Act (Health)
Occupiers' Liability Act (Attorney General)
Off-Road Vehicles Act (Transportation)
Official Notices Publication Act (Management Board of Cabinet)
Oleomargarine Act (Agriculture, Food and Rural Affairs)
Ombudsman Act (Legislative Offices)
One Day's Rest in Seven Act (Labour)
Ontario Agricultural Museum Act (Agriculture, Food and Rural Affairs)
Ontario Casino Corporation Act, 1993 (Economic Development, Trade and Tourism)
Ontario College of Art Act, 1968-69 (Education and Training)
Ontario Credit Union League Limited Act, 1972 (unconsolidated and unrepealed) (Finance)
Ontario Deposit Insurance Corporation Act (Finance)
Ontario Drug Benefit Act (Health)
Ontario Educational Communications Authority Act (Citizenship, Culture and recreation)
Ontario Energy Board Act (Environment and Energy)
Ontario Energy Corporation Act (Environment and Energy)
Ontario Food Terminal Act (Agriculture, Food and Rural Affairs)
Ontario Geographic Names Board Act (Natural Resources)
Ontario Guaranteed Annual Income Act (Finance)
Ontario Harbours Agreement Act, 1962-63 (Natural Resources)
Ontario Heritage Act (Citizenship, Culture and recreation)
Ontario Highway Transport Board Act (Transportation)
Ontario Home Ownership Savings Plan Act (Finance)
Ontario Housing Corporation Act (Housing)
Ontario Institute for Studies in Education Act (Education and Training)
Ontario Law Reform Commission Act (Attorney General)
Ontario Loan Act, 1994 (Finance)
Ontario Lottery Corporation Act (Citizenship, Culture and recreation)
Ontario Medical Association Dues Act, 1991 (Health)
Ontario Mental Health Foundation Act (Health)
Ontario Mineral Exploration Program Act (Northern Development and Mines)
Ontario Municipal Board Act (Municipal Affairs)
Ontario Municipal Employees Retirement System Act (Municipal Affairs)
Ontario Municipal Improvement Corporation Act (Finance)
Ontario New Home Warranties Plan Act (Consumer and Commercial Relations)
Ontario Northland Transportation Commission Act (Northern Development and Mines)
Ontario Place Corporation Act (Citizenship, Culture and recreation)
Ontario Planning and Development Act (Municipal Affairs)
Ontario Regulation 111/92 - Ontario Aerospace Corporation (Economic Development, Trade and Tourism)
Ontario Regulation 269/90 - Innovation Ontario Corporation (Economic Development, Trade and Tourism)
Ontario Regulation 512/94 - Ontario International Trade Corporation (Economic Development, Trade and Tourism)
Ontario Regulation 271/90 - Ontario International Corporation (Economic Development, Trade and Tourism)
Ontario School Trustees' Council Act (Education and Training)

Ontario Society for the Prevention of Cruelty to Animals Act (Solicitor General and Correctional Services)
Ontario Telephone Development Corporation Act (Economic Development, Trade and Tourism)
Ontario Training and Adjustment Board Act, 1993 (Education and Training)
Ontario Transportation Development Corporation Act, 1980 (Transportation)
Ontario Unconditional Grants Act (Municipal Affairs)
Ontario Waste Management Corporation Act, 1981 (Environment and Energy)
Ontario Water Resources Act (Environment and Energy)
Ontario Youth Employment Act (Education and Training)
Operating Engineers Act (Consumer and Commercial Relations)
Opticianry Act, 1991 (Health)
Optometry Act, 1991 (Health)
Ottawa Congress Centre Act (Citizenship, Culture and recreation)
Ottawa River Water Powers Act, 1943 (Natural Resources)
Ottawa-Carleton Amalgamations and Elections Act, 1973 (Municipal Affairs)
Ottawa-Carleton French-Language School Board Act (Education and Training)
Paperback and Periodical Distributors Act (Consumer and Commercial Relations)
Parks Assistance Act (Citizenship, Culture and recreation)
Parkway Belt Planning and Development Act (Municipal Affairs)
Partition Act (Attorney General)
Partnerships Act (Consumer and Commercial Relations)
Pawnbrokers Act (Attorney General)
Pay Equity Act (Labour)
Pension Benefits Act (Finance)
Perpetuities Act (Attorney General)
Personal Property Security Act (Consumer and Commercial Relations)
Pesticides Act (Environment and Energy)
Petroleum Resources Act (Natural Resources)
Pharmacy Act, 1991 (Health)
Physiotherapy Act, 1991 (Health)
Planning Act (Municipal Affairs)
Plant Diseases Act (Agriculture, Food and Rural Affairs)
Police Services Act (Solicitor General and Correctional Services)
Police Village of St. George Act, 1980 (Municipal Affairs)
Policy and Priorities Board of Cabinet Act (Cabinet Office)
Pounds Act (Agriculture, Food and Rural Affairs)
Power Corporation Act (Environment and Energy)
Power Corporation Insurance Act (Environment and Energy)
Powers of Attorney Act (Attorney General)
Prepaid Hospital and Medical Services Act (Finance)
Prepaid Service Act (Consumer and Commercial Relations)
Prescription Drug Cost Regulation Act (Health)
Private Hospitals Act (Health)
Private Investigators and Security Guards Act (Solicitor General and Correctional Services)
Private Vocational Schools Act (Education and Training)
Proceedings Against the Crown Act (Attorney General)
Professional Engineers Act (Attorney General)
Property and Civil Rights Act (Attorney General)
Province of Ontario Savings Office Act (Finance)
Provincial Auctioneers Act (Agriculture, Food and Rural Affairs)
Provincial Land Tax Act (Finance)
Provincial Offences Act (Attorney General)
Provincial Offences Statute Law Amendment Act, 1993 (Transportation)
Provincial Parks Act (Natural Resources)
Provincial Schools Negotiations Act (Education and Training)
Psychology Act, 1991 (Health)
Public Accountancy Act (Attorney General)
Public Authorities Protection Act (Attorney General)
Public Guardian & Trustee Act (Attorney General)
Public Halls Act (Attorney General)
Public Hospitals Act (Health)
Public Inquiries Act (Attorney General)
Public Institutions Inspection Act (Attorney General)
Public Lands Act (Natural Resources)

Public Libraries Act (Citizenship, Culture and recreation)
Public Officers Act (Attorney General)
Public Parks Act (Municipal Affairs)
Public Service Act (Management Board of Cabinet)
Public Service Pension Act (Management Board of Cabinet)
Public Service Works on Highways Act (Transportation)
Public Transportation and Highways Improvement Act (Transportation)
Public Trustee Act (Attorney General)
Public Utilities Act (Municipal Affairs)
Public Utilities Corporations Act (Municipal Affairs)
Public Vehicles Act (Transportation)
Public Works Protection Act (Solicitor General and Correctional Services)
Queen's College at Kingston, 1874 (Education and Training)
Race Tracks Tax Act (Finance)
Racing Commission Act (Consumer and Commercial Relations)
Railways Act (Transportation)
Rainbow Bridge Act, 1941 (Transportation)
Real Estate and Business Brokers Act (Consumer and Commercial Relations)
Reciprocal Enforcement of Judgments (U.K.) Act (Attorney General)
Reciprocal Enforcement of Judgments Act (Attorney General)
Reciprocal Enforcement of Support Orders Act (Attorney General)
Regional Municipalities Act (Municipal Affairs)
Regional Municipality of Durham Act (Municipal Affairs)
Regional Municipality of Haldimand-Norfolk Act (Municipal Affairs)
Regional Municipality of Halton Act (Municipal Affairs)
Regional Municipality of Hamilton-Wentworth Act (Municipal Affairs)
Regional Municipality of Niagara Act (Municipal Affairs)
Regional Municipality of Ottawa-Carleton Act (Municipal Affairs)
Regional Municipality of Ottawa-Carleton Land Acquisition Act, 1980 (Municipal Affairs)
Regional Municipality of Peel Act (Municipal Affairs)
Regional Municipality of Sudbury Act (Municipal Affairs)
Regional Municipality of Waterloo Act (Municipal Affairs)
Regional Municipality of York Act (Municipal Affairs)
Registered Insurance Brokers Act (Finance)
Registry Act (Consumer and Commercial Relations)
Regulated Health Professions Act, 1991 (Health)
Regulations Act (Attorney General)
Regulations Revision Act, 1989 (Attorney General)
Religious Freedom Act (Attorney General)
Religious Organizations' Lands Act (Attorney General)
Rent Control Act, 1992 (Housing)
Rental Housing Protection Act (Housing)
Repair and Storage Liens Act (Consumer and Commercial Relations)
Representation Act (Cabinet Office)
Research Foundation Act (Economic Development, Trade and Tourism)
Residential Complex Sales Representation Act (Consumer and Commercial Relations)
Residents' Rights Act, 1994 (Housing)
Respiratory Therapy Act, 1991 (Health)
Retail Business Holidays Act (Solicitor General and Correctional Services)
Retail Sales Tax Act (Finance)
Revenue and Liquor Licence Statute Law Amendment Act, 1993 (Finance)
Riding Horse Establishments Act (Agriculture, Food and Rural Affairs)
Rights of Labour Act (Labour)
Road Access Act (Municipal Affairs)
Royal Botanical Gardens Act, 1941, as amended (Citizenship, Culture and recreation)
Royal Ontario Museum Act (Citizenship, Culture and recreation)
Rural Housing Assistance Act, 1980 (Housing)
Rural Hydro-Electric Distribution Act (Environment and Energy)
Rural Power District Loans Act (Environment and Energy)
Sale of Goods Act (Attorney General)
Sarnia-Lambton Act, 1989 (Municipal Affairs)

School Boards and Teachers Collective Negotiations Act (Education and Training)
School Trust Conveyances Act (Education and Training)
Science North Act (Citizenship, Culture and recreation)
Securities Act (Finance)
Seed Potatoes Act (Agriculture, Food and Rural Affairs)
Seine River Diversion Act, 1952 (Natural Resources)
Settled Estates Act (Attorney General)
Settlers' Pulpwood Protection Act (Natural Resources)
Sheep and Wool Marketing Act (Agriculture, Food and Rural Affairs)
Shoreline Property Assistance Act (Municipal Affairs)
Short Forms of Conveyances Act, 1980 (Attorney General)
Short Forms of Leases Act (Attorney General)
Short Forms of Mortgages Act, 1980 (Attorney General)
Small Business Development Corporations Act (Finance)
Smoking in the Workplace Act (Labour)
Snow Roads and Fences Act (Municipal Affairs)
Social Contract Act, 1993 (Finance)
Soldiers' Aid Commission Act (Community and Social Services)
Solicitors Act (Attorney General)
South African Trust Investments Act (Attorney General)
Spruce Pulpwood Exportation Act (Natural Resources)
St. Clair Parkway Commission Act (Citizenship, Culture and recreation)
St. Lawrence Parks Commission Act (Citizenship, Culture and recreation)
Statistics Act (Finance)
Statute Labour Act (Municipal Affairs)
Statute Labour Act (Transportation)
Statute of Frauds (Attorney General)
Statutes Act (Attorney General)
Statutes Revision Act, 1989 (Attorney General)
Statutory Powers Procedure Act (Attorney General)
Steep Rock Iron Ore Development Act, 1949 (Natural Resources)
Stock Yards Act (Agriculture, Food and Rural Affairs)
Substitute Decisions Act, 1992 (Attorney General)
Succession Duty Act (Finance)
Succession Law Reform Act (Attorney General)
Superannuation Adjustment Benefits Act, 1980 (Management Board of Cabinet)
Supplementary Provisions Act, 1980 (Finance)
Supply Act, 1993 (Finance)
Support and Custody Orders Enforcement Act (Attorney General)
Surveyors Act (Natural Resources)
Surveys Act (Natural Resources)
Tax Sales Confirmation Act, 1974 (Municipal Affairs)
Teachers Pension Act (Education and Training)
Teaching Profession Act (Education and Training)
Technology Centres Act (Economic Development, Trade and Tourism)
Telephone Act (Economic Development, Trade and Tourism)
Territorial Division Act (Municipal Affairs)
Theatres Act (Consumer and Commercial Relations)
Ticket Speculation Act (Attorney General)
Tile Drainage Act (Agriculture, Food and Rural Affairs)
Time Act (Attorney General)
Tobacco Control Act, 1994 (Health)
Tobacco Tax Act (Finance)
Tobacco Tax and Liquor Control Statute Law Amendment Act (Returning Residents), 1992 (Finance)
Toll Bridges Act (Transportation)
Tom Longboat Act, 1980 (Municipal Affairs)
Topsoil Preservation Act (Agriculture, Food and Rural Affairs)
Toronto Area Transit Operating Authority Act (Transportation)
Toronto District Heating Corporation Act, 1980 (Municipal Affairs)
Toronto Futures Exchange Act, 1983 (Finance)
Toronto Hospital Act, 1986 (Health)
Toronto Islands Residential Community Stewardship Act, 1993 (Municipal Affairs)
Toronto Stock Exchange Act (Finance)
Tourism Act (Citizenship, Culture and recreation)
Town of Wasaga Beach Act, 1973 (Municipal Affairs)

Township of Marathon Land Act (Northern Development and Mines)
Township of North Plantagenet Act, 1976 (Municipal Affairs)
Township of Pelee Act, 1978 (Transportation)
Township of South Dumfries Act, 1989 (Municipal Affairs)
Trades Qualification Act (Education and Training)
Transboundary Pollution Reciprocal Access Act (Attorney General)
Travel Industry Act (Consumer and Commercial Relations)
Treasury Board Act, 1991 (Finance)
Trees Act (Natural Resources)
Trent University Act, 1962-63 (Education and Training)
Trespass to Property Act (Attorney General)
Truck Transportation Act (Transportation)
Trustee Act (Attorney General)
Unclaimed Intangible Property Act (Finance)
Unconscionable Transactions Relief Act (Attorney General)
University Expropriation Powers Act (Attorney General)
University Foundations Act, 1992 (Education and Training)
University of Guelph Act, 1964 (Education and Training)
University of Ottawa Act, 1965 (Education and Training)
University of Toronto Act, 1971 (Education and Training)
University of Waterloo act, 1972 (Education and Training)
University of Western Ontario Act, 1982 (Education and Training)
University of Windsor Act, 1962-63 (Education and Training)
Upholstered and Stuffed Articles Act (Consumer and Commercial Relations)
Urban Transportation Development Corporation Ltd. Act, 1980 (Transportation)
Variation of Trusts Act (Attorney General)
Vendors and Purchasers Act (Attorney General)
Veterinarians Act (Agriculture, Food and Rural Affairs)
Vital Statistics Act (Consumer and Commercial Relations)
Vocational Rehabilitation Services Act (Community and Social Services)
Wages Act (Attorney General)
War Veterans Burial Act (Health)
Warehouse Receipts Act (Attorney General)
Waste Management Act, 1992 (Environment and Energy)
Waste Management Act, 1992, Parts I and II (Environment and Energy)
Water Transfer Control Act (Natural Resources)
Waterfront Regeneration Trust Agency Act, 1992 (Municipal Affairs)
Weed Control Act (Agriculture, Food and Rural Affairs)
Wharfs and Harbours Act (Municipal Affairs)
Wild Rice Harvesting Act (Natural Resources)
Wilderness Areas Act (Natural Resources)
Wilfrid Laurier University Act, 1973 (Education and Training)
Wine Content Act (Consumer and Commercial Relations)
Woodlands Improvement Act (Natural Resources)
Workers' Compensation Act (Labour)
Workers' Compensation Insurance Act (Labour)
York University Act, 1965 (Education and Training)
Young Offenders Implementation Act, 1982 (Community and Social Services)

Frequently Called Numbers

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